Manitoba
Family Services

Annual Report
2014 - 2015

Manitoba

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MINISTER OF
FAMILY SERVICES

Room 357
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CANADA

September 2015

Her Honour the Honourable Janice C. Filmon, C.M., O.M.
Lieutenant-Governor of Manitoba
Room 235, Legislative Building
Winnipeg, Manitoba
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May It Please Your Honour:

I have the pleasure of presenting the Annual Report of Manitoba Family Services for the year 2014-15, which includes the Annual Report for the Manitoba Women's Advisory Council and the Disabilities Issues Office.

Respectfully submitted,

"Original signed by Kerri Irvin-Ross"

Kerri Irvin-Ross

Manitoba

Family Services

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Honourable Kerri Irvin-Ross
Minister of Family Services

Minister:

I have the honour of presenting to you the Annual Report for Manitoba Family Services for the fiscal year ending March 31, 2015. This report includes the Annual Reports for the Manitoba Women's Advisory Council, the Adult Abuse Registry Committee, as well as the first report of the Fair Practices Office.

In 2014/15, to better align the program and service delivery arms of the Department and to support program and departmental modernization efforts, the Community Living disABILITY Services (CLDS) program moved from the Disability Programs and Early Learning and Child Care division to the Community Service Delivery division. In addition, the Disability Programs and Early Learning and Child Care division became the Community Engagement and Corporate Services division that will lead our community engagement work and centralize our corporate services; and responsibility for the ManitobaParentZone website was transferred to Healthy Child Manitoba to help bring together the many child and adolescent development resources the province provides to Manitoba parents.

Over the last year, the Department undertook significant child protection related program and service improvements. I am pleased to advise that during 2014/15, the growth in the number of children in care was low at 0.02%. This marked the first time there has not been a significant increase in more than 10 years. We acknowledge that there is more work to do as we partner with Indigenous leaders, community organizations and other levels of government to address the disproportionate numbers of Indigenous children coming into care. We pledge to continue to address the ongoing struggles faced by families affected by colonization, residential schools, the 60's Scoop and poverty.

In this regard, several important initiatives have been undertaken in support of the Department's vision to focus on prevention and early intervention services that avert children from coming into care. These include increased supports for Indigenous families and resources for CFS agencies; work towards the expansion of the Families First and the COACH programs, the launch of a Child Protection Mediation service; and the launch of a new Foster/Kinship Caregiver Recruitment Campaign. The Department

has also started to explore policy options that will empower First Nations to keep their children and youth in their communities, and reduce the number of children and youth taken into care.

Work has also continued on the recommendations stemming from Commissioner Hughes' final report, *The Legacy of Phoenix Sinclair, Achieving the Best for All Our Children*. The Department and our four Child and Family Services (CFS) Authority partners are committed to leading the way towards reconciliation and healing with communities and families by doing more to prevent children from entering the care of a CFS agency.

In addition, an external Implementation Team, led by AMR Planning & Consulting, has been contracted to provide advice on the remaining recommendations of the Hughes report. A Project Management Team has been established to lead the review of the Hughes and AMR recommendations, group the recommendations by theme and develop solutions. The work is ongoing and a Project Management Team will meet with the four CFS Authorities to discuss this planned approach and how to implement the recommendations.

The Emergency Placement Resources (EPR) Program is also being redeveloped to improve the safety of children in care and improve the EPR available within the CFS system. The project has increased the number of emergency foster home bed spaces available within Winnipeg, and will develop specialized assessment units and improve the services provided to children who require emergency placement. A dedicated Hotel Reduction Team comprised of staff from each of the four CFS Authorities and the Department was created in June 2014, to stabilize and decrease the number of hotel placements for children in care.

The Department has also worked closely with CFS agencies and Authorities to enhance emergency foster home capacity at the agency and community level. A standardized emergency foster home rate was developed and approval was provided to CFS agencies to develop additional emergency foster home beds to enhance their capacity to place children/youth in afterhours and/or emergency situations. A number of other new specialized child care facility placements providing long term care to children and youth with complex needs were also developed and continue to be developed as placement options for Manitoba children. Currently the Department has a total of 1,773 specialized treatment beds which is a combination of treatment residential child care facilities and specialized foster home placement. In addition, the Department has prioritized work with First Nations CFS agencies and Authorities to enhance resource development on-reserve to reduce the likelihood of First Nations children/youth being placed outside of their home community.

Consistent with the Department's vision to focus on prevention and early intervention, funding continues to be provided to community based organizations that provide both universal and targeted prevention and intervention services to families involved with a CFS agency and those who may be at risk of requiring child protection interventions.

In keeping with the "Changes for Children" action plan, the Department is continuing to develop a more modern, electronic case management system. In 2014/15, more than 20 social service case management systems were reviewed for suitability and the Cúram integrated case management system, which incorporates contemporary best practice in social service and child welfare research, was identified as the best replacement option for the current Child and Family Services Information System. The "scoping" stage of the Cúram project is now underway and will describe the overall size and complexity of the child welfare system, outline system requirements and compare them to the capabilities of Cúram.

In addition, and in response to direction provided by Canada's Premiers in July 2014, the Department continued to provide leadership support to the Provincial/Territorial (PT) Aboriginal Children in Care Working Group which you co-chair along with Premier Robert McLeod of the Northwest Territories. As you know, this Working Group is responding to Premiers' direction that Ministers work together to share information on potential solutions to mitigate child protection concerns and reduce the number of Aboriginal children in care and improve the outcomes for Aboriginal children in care across Canada. This work is ongoing and will culminate in a progress report that will be provided to Premiers for consideration when they next meet in July 2015.

The Department is also continuing its efforts to raise awareness of the sexual exploitation of children. In 2014/15, staff provided training on sexual exploitation and human trafficking, which included stakeholder awareness presentations across the province, and Child and Family Services Standards training sessions on *Missing/Absent and Sexual Exploitation* for front-line CFS workers in rural Manitoba.

Working with the Assembly of Manitoba Chiefs, the Department also completed Phase One of the *Our Circle to Protect Sacred Lives*, Manitobans Responding to the Human Trafficking of Women and Girls project, which included the delivery of training sessions to First Nations communities held in Thompson, Red Sucker Lake, St. Theresa's Point, Brandon and Dauphin.

In October 2014, in partnership with Project Neecheewam, the Department also opened a new six-bed Crisis Stabilization Unit for female youth who are sexually exploited and in crisis. The Department also continued to fund StreetReach, a child-focused initiative which sees representatives from child welfare, law enforcement and community outreach agencies work together to serve the needs of high-risk child victims, locate, and return children and youth to safe environments thereby reducing the likelihood of sexual exploitation.

On May 1, 2014, the Department launched Manitoba's third consecutive multi-year child care plan, which incorporates the recommendations received from an extensive public consultation process. *Family Choices: Manitoba's Plan to Expand Early Learning and Child Care* creates more high-quality licensed early learning and child care (ELCC) for families across the province.

In response to feedback expressed by parents, the child care sector and other stakeholders during the public consultations, the Department also launched an ELCC

Commission to explore options for redesigning Manitoba's ELCC system to make it universally accessible and available to Manitoba families. The Department also embarked on improvements to the Online Child Care Registry that will help child care providers manage their waitlists online, and established a Roundtable on ELCC Recruitment and Retention to gather expert advice regarding further ELCC recruitment and retention initiatives.

In addition, Manitoba ELCC continued to partner with the Public Schools Finance Board on the planning and establishment of ELCC centres in newly constructed schools through the Family Choices Building Fund (FCBF) – School-based Stream. Manitoba ELCC also implemented an annual application process for the FCBF Community-based Stream, which will support the establishment of new and expanded community-based, non-profit child care centres through an annual application intake.

In 2014/15 The Department continued to redevelop and improve the long-term sustainability of the CLDS program. Following a successful pilot in the Westman Region, the CLDS program implemented the first phase of the Supports Intensity Scale (SIS) assessment tool. The standardized assessment tool helps identify the needs and supports of Manitobans with intellectual disabilities who are receiving CLDS funded services and helps ensure that services are quality focused, equitable, consistent and sustainable for future generations.

The Department also made progress in improving the wages paid to the residential Direct Service Workers who support adults with intellectual disabilities to live in the community, with the implementation of a new Wage Enhancement Fund.

As outlined in the *Thrive! Five-year plan for helping Manitobans with Autism Spectrum Disorder and their families*, the Department also extended Autism Outreach services to rural Manitoba by hiring two new Autism Early Intervention Specialists to deliver Autism Outreach programming in the Eastman and Parkland regions, with service to the North. The Children's disABILITY Services (CDS) program also provided funding to St. Amant to deliver the Parent Support Model for families waiting for Autism Spectrum Disorder (ASD) early intervention services.

In 2014/15, Manitoba Status of Women continued to partner with the City of Winnipeg, Winnipeg Police Service, The University of Winnipeg, and community groups to develop and implement strategies to prevent and effectively respond to sexual violence in Winnipeg, as part of the United Nations Safe Cities (UNSC) Global Initiative. As you also know, on December 12, 2014, we announced a three-year partnership with Ka Ni Kanichihk to develop the first Aboriginal-led program for women who have experienced sexual violence.

The Department also continues to lead the Provincial Non-Profit Organization (NPO) "Reducing Red Tape" Strategy. In Phase One, participating agencies were positive about the NPO Pilot Project, and indicated that the project had increased their ability to plan for the longer term and to attract and retain staff, leading to better front-line service. Phase Two of the NPO Strategy was launched in March 2015, with the introduction of an open application process.

The Department also continues to lead the work of All Aboard: Manitoba's Poverty Reduction and Social Inclusion Strategy. As you know, Manitoba is committed to an approach that links community economic development, training and education together with significant new investments in income supports. Manitoba's Rent Assist, which was launched in July 2014, is an important part of this approach. As one of the most comprehensive reforms of income assistance undertaken anywhere in Canada, Rent Assist consolidates the former Employment and Income Assistance shelter allowance and RentAid programs into a portable shelter benefit, effectively increasing and integrating the benefits available to both social assistance recipients and other low-income Manitobans living in private rental housing.

Another important initiative that was introduced this year was the Department's new Disability and Health Supports Unit (DHSU). Launched in July 2014, this service and process improvement project created a centralized unit that will serve as a streamlined, one-stop shop to provide eligible health-related supplies, equipment, diet and nutritional supplements to participants enrolled on Employment and Income Assistance, CDS and CLDS in a consistent, efficient and cost effective manner.

A number of important events took place this year. In November 2014, we were pleased to have the Disabilities Issues Office rejoin the Department. Its work in 2014/15 focused on developing the first accessibility standard with respect to customer service in support of *The Accessibility for Manitobans Act* (AMA) and new training tools that target public sector organizations which must create an accessibility plan in 2016. For more information on the AMA or the accessibility standard, please visit the website at www.AccessibilityMB.ca.

A number of legislative and regulatory changes were also made in 2014/15. They included:

Amendments to *The Adoption Act* and *The Vital Statistics Act* that open birth records related to adoption. The amendments were introduced in June 2014 and came into effect in June 2015.

Bill 68 - *The Child and Family Services Amendment Act (Critical Incident Reporting)*. This Act received Royal Assent in June 2014. The Bill increases accountability in the child welfare system and fosters a culture of learning from adverse events by making critical incident reporting required by law. Bill 68 builds on existing processes and requires employees and others who work for, or provide services to, child and family services agencies or Authorities, to report critical incidents that have resulted in the death or serious injury of a child.

The Social Work Profession Act (the Act). Passed in 2009, this Act was proclaimed in November 2014, and resulted in the creation of the Manitoba College of Social Workers. The Act, which comes into force on April 1, 2015, will require persons who represent themselves to be, and refer to themselves as "social workers" (or whose job title includes the designation "social worker"), to register with and be regulated by the

Manitoba College of Social Workers. The College will protect the public interest by offering better assurance that the services received from "social workers" are provided by qualified professionals.

Going forward, the Department will continue to provide important and essential social services to vulnerable Manitoba children and families and will continue to look for opportunities to improve and strengthen the programs and services it provides.

In closing, I would like to acknowledge and thank our hard working and dedicated employees and service delivery partners for the important role they play in ensuring that the services and supports provided by the Department meet the many and varied needs of Manitobans.

Respectfully submitted,

"Original signed by Joy Cramer"

Joy Cramer
Deputy Minister
Family Services

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Madame Kerri Irvin-Ross
Ministre des Services à la famille

Madame la ministre,

J'ai l'honneur de vous présenter le rapport annuel de Services à la famille Manitoba pour l'exercice se terminant le 31 mars 2015. Le présent rapport comprend les rapports annuels du Conseil consultatif des femmes du Manitoba et du comité de protection contre les mauvais traitements infligés aux adultes, ainsi que le premier rapport du Bureau des pratiques équitables.

En 2014-2015, pour mieux harmoniser la prestation des programmes et des services du ministère et pour soutenir les efforts de modernisation des programmes et du ministère, le programme de Services d'intégration communautaire des personnes handicapées est passé de la Division des programmes de soutien des personnes handicapées et de l'apprentissage et de la garde des jeunes enfants à la Division de la prestation de services dans les communautés. En outre, la Division des programmes de soutien des personnes handicapées et de l'apprentissage et de la garde des jeunes enfants est devenue la Division de l'engagement communautaire et des services ministériels, qui dirigera notre travail d'engagement communautaire et centralisera nos services ministériels; et la responsabilité du site Web Zonedesparentsdumanitoba a été transférée à Enfants en santé Manitoba pour aider à rassembler les nombreuses ressources de développement des enfants et des adolescents que la province fournit aux parents manitobains.

Au cours du dernier exercice, le ministère a entrepris d'importantes améliorations des programmes et des services liés à la protection des enfants. Je suis heureux de signaler que pendant 2014-2015, la croissance du nombre d'enfants pris en charge était faible, se situant à 0,02 %. C'est la première fois qu'il n'y a pas eu de hausse importante en plus de dix ans. Nous reconnaissons qu'il reste du travail à faire alors que nous nous associons avec des dirigeants autochtones, des organismes communautaires et d'autres ordres de gouvernement pour faire face au nombre démesuré d'enfants autochtones pris en charge. Nous nous engageons à poursuivre notre lutte contre les problèmes continus auxquels font face les familles touchées par la colonisation, les pensionnats, la rafle des années 1960 et la pauvreté.

À cet égard, plusieurs initiatives importantes ont été entreprises pour soutenir la vision du ministère qui vise à mettre l'accent sur les services de prévention et d'intervention précoce afin de prévenir la prise en charge d'enfants. Ces initiatives comprennent des soutiens accrus pour les familles autochtones et des ressources pour les offices de services à l'enfant et à la famille; du travail en vue de l'expansion des programmes Les familles d'abord et MENTOR; le lancement d'un service de médiation en matière de protection de l'enfance; et le lancement d'une nouvelle campagne de recrutement

relativement à la prise en charge par un foyer nourricier ou de la parenté. Le ministère a aussi commencé à explorer des options de politiques qui donneront les

moyens aux Premières nations de garder les enfants et les jeunes dans leurs collectivités, et de réduire le nombre d'enfants et de jeunes pris en charge.

Nous avons également poursuivi les travaux liés aux recommandations provenant du rapport *L'héritage de Phoenix Sinclair, Atteindre le meilleur pour tous nos enfants*. Le ministère et nos quatre régies de services à l'enfant et à la famille partenaires se sont engagés à montrer la voie vers la réconciliation et la guérison avec les collectivités et les familles en en faisant plus pour prévenir la prise en charge d'enfants par un office de services à l'enfant et à la famille.

En outre, une équipe externe de mise en œuvre, dirigée par AMR Planning & Consulting, a été retenue pour fournir des conseils sur les recommandations restantes du rapport Hughes. Une équipe de gestion de projet a été établie pour diriger l'examen des recommandations du rapport Hughes et d'AMR, regrouper les recommandations par thème et élaborer des solutions. Les travaux sont en cours et une équipe de gestion de projet rencontrera les quatre régies de services à l'enfant et à la famille pour discuter de cette approche planifiée et de la manière de mettre en œuvre les recommandations.

Le programme Emergency Placement Resources est actuellement revu pour améliorer la sécurité des enfants pris en charge et améliorer la disponibilité de ses ressources au sein du système de services à l'enfant et à la famille. Le projet a permis de faire croître le nombre de lits disponibles dans les foyers nourriciers d'urgence à Winnipeg, et il élaborera des unités d'évaluation spécialisée et améliorera les services fournis aux enfants ayant besoin d'un placement d'urgence. Une équipe de diminution des placements à l'hôtel, composée de membres du personnel de chacune des quatre régies de services à l'enfant et à la famille et du ministère, a été créée en juin 2014 pour stabiliser et faire décroître le nombre d'enfants pris en charge placés à l'hôtel.

Le ministère a aussi travaillé étroitement avec les offices et les régies pour faire accroître la capacité des foyers nourriciers d'urgence à l'échelle des offices et des collectivités. Un taux normalisé de placements en foyer nourricier d'urgence a été élaboré et les offices ont reçu l'autorisation de créer des lits de foyer nourricier d'urgence afin d'accroître leur capacité à placer les enfants et les jeunes dans les cas de situations d'urgence ou survenant hors des heures d'ouverture. Plusieurs nouveaux placements dans des centres spécialisés fournissant des soins à long terme aux enfants et aux jeunes ayant des besoins complexes ont été élaborés et continuent de l'être en tant qu'options de placement pour les enfants manitobains. Actuellement, le ministère offre 1 773 places pour les traitements spécialisés, soit dans les établissements de traitement en résidence, soit dans les foyers nourriciers spécialisés. En outre, le ministère a accordé la priorité au travail avec les offices et les régies de services à l'enfant et à la famille des Premières nations pour accroître le développement de ressource dans les réserves afin de diminuer la probabilité que des enfants ou des jeunes des Premières nations soient placés à l'extérieur de la collectivité où ils demeurent.

Conformément à la vision du ministère qui consiste à mettre l'accent sur la prévention et l'intervention précoce, un financement continue à être versé aux organismes communautaires qui fournissent à la fois des services universels et ciblés de prévention et d'intervention aux familles ayant affaire à un office et à celles qui peuvent être à risque d'avoir besoin d'interventions en matière de protection de l'enfance.

Suivant le plan d'action Changements pour les enfants, le ministère continue à élaborer un système électronique de gestion de cas plus moderne. En 2014-2015, plus de 20 systèmes de gestion de cas dans le domaine du service social ont été examinés pour en déterminer la pertinence, et le système intégré de gestion de cas Cúram, qui incorpore les pratiques exemplaires contemporaines en service social et en recherche de protection de l'enfance, a été déterminé comme la meilleure option de remplacement du système actuel, le Système d'information sur les services à l'enfant et à la famille. L'étape de détermination de la portée du projet Cúram est en cours et décrira la taille globale et la complexité du système de protection de l'enfance, énoncera les exigences du système et les comparera aux capacités de Cúram.

En outre, et en réponse à la demande faite par les premiers ministres des provinces et des territoires en juillet 2014, le ministère a continué à fournir du leadership au Groupe de travail sur le bien-être des enfants autochtones provincial-territorial que vous avez coprésidé avec le premier ministre des Territoires-du-Nord-Ouest, Robert McLeod. Comme vous le savez, ce groupe de travail répond à la directive des premiers ministres voulant que les ministres travaillent ensemble pour échanger de l'information sur des solutions potentielles afin d'atténuer les préoccupations en matière de protection de l'enfance, de réduire le nombre d'enfants autochtones pris en charge et d'améliorer les résultats pour les enfants autochtones pris en charge partout au Canada. Ces travaux sont en cours et seront soulignés dans un rapport d'étape qui sera présenté aux premiers ministres au moment de leur prochaine rencontre en juillet 2015.

Le ministère continue aussi à déployer des efforts pour accroître la sensibilisation à l'égard de l'exploitation sexuelle des enfants. En 2014-2015, le personnel a donné de la formation sur l'exploitation sexuelle et la traite de personnes, notamment des présentations de sensibilisation des intervenants à l'échelle de la province, et des séances de formation sur les normes de services à la famille *Missing/Absent and Sexual Exploitation* pour les travailleurs de première ligne des services à l'enfant et à la famille dans les régions rurales du Manitoba.

Travaillant de concert avec l'Assembly of Manitoba Chiefs, le ministère a aussi terminé la phase 1 de *Our Circle to Protect Sacred Lives*, une initiative de lutte des Manitobains contre la traite de femmes et de filles, qui comprenait des séances de formation aux collectivités des Premières nations à Thompson, à Red Sucker Lake, à St. Theresa's Point, à Brandon et à Dauphin.

En octobre 2014, en partenariat avec le projet Neecheewam, le ministère a aussi ouvert un centre de stabilisation de crise de six lits pour les jeunes femmes sexuellement exploitées et en crise. Le ministère a aussi continué à financer Secours-rue, une initiative axée sur les enfants qui permet aux représentants du système de protection de l'enfance, des organismes d'application de la loi et des organismes de services communautaires externes de travailler ensemble pour répondre aux besoins des enfants victimes à haut risque, et

trouver les enfants et les jeunes et les ramener dans des milieux sécuritaires, réduisant ainsi les risques liés à l'exploitation sexuelle.

Le 1er mai 2014, le ministère a lancé le troisième plan pluriannuel consécutif en matière de garde d'enfants, qui incorpore les recommandations obtenues dans le cadre d'un processus de consultation à vaste échelle. *Choix familiaux – Le plan manitobain d'expansion des services d'apprentissage et de garde des jeunes enfants* prévoit la création de plus de centres d'apprentissage et de garde des jeunes enfants autorisés et de haute qualité pour les familles de la province.

En réponse à la rétroaction des parents, du secteur de la garde d'enfants et d'autres intervenants pendant les consultations publiques, le ministère a aussi lancé une commission sur les services d'apprentissage et de garde des jeunes enfants pour explorer les options relatives à la restructuration du système d'apprentissage et de garde des jeunes enfants du Manitoba afin de le rendre encore plus accessible à toutes les familles manitobaines. Le ministère a entrepris d'améliorer le Registre en ligne des services de garde d'enfants pour aider les fournisseurs de services de garderie à gérer leur liste d'attente en ligne, et a établi une table ronde sur le recrutement et le maintien du personnel dans le domaine de l'apprentissage et de la garde des jeunes enfants afin de recueillir des conseils d'experts pour les prochaines initiatives à ce sujet.

En outre, Apprentissage et garde des jeunes enfants Manitoba a poursuivi son partenariat avec la Commission des finances des écoles publiques concernant la planification et l'établissement de centres d'apprentissage et de garde des jeunes enfants dans des écoles nouvellement construites dans le cadre du volet de garderies en milieu scolaire du Fonds d'immobilisations du plan Choix familiaux. Apprentissage et garde des jeunes enfants Manitoba a aussi mis en œuvre un processus de demande annuel pour le volet de garderies communautaires du Fonds d'immobilisations du plan Choix familiaux, qui soutiendra l'établissement de garderies communautaires et sans but lucratif, nouvelles et élargies, au moyen d'un processus annuel de réception des demandes.

En 2014-2015, le ministère a continué à revoir et à améliorer la durabilité à long terme du programme Services d'intégration communautaire des personnes handicapées. À la suite du succès du programme pilote dans la région de l'Ouest, le programme a mis en œuvre la première phase de l'outil d'évaluation Échelle d'intensité du soutien. Cet outil d'évaluation normalisé aide à cerner les besoins et les soutiens des Manitobains ayant des déficiences intellectuelles qui reçoivent des services financés par le programme Services d'intégration communautaire des personnes handicapées, et aide à faire en sorte que ces services soient axés sur la qualité et soient équitables, constants et durables pour les générations futures.

Le ministère a aussi fait des progrès concernant l'augmentation des salaires payés aux travailleurs de première ligne des services en résidence qui aident des adultes ayant des déficiences intellectuelles à vivre dans la collectivité grâce à la mise en œuvre d'un nouveau fonds d'augmentation des salaires.

Tel que cela est énoncé dans *S'épanouir! – Plan quinquennal pour aider les Manitobains atteints de troubles du spectre autistique et leurs familles*, le ministère a aussi élargi les

services externes relatifs à l'autisme afin qu'ils soient offerts dans les régions rurales du Manitoba en embauchant deux nouveaux spécialistes d'intervention précoce en autisme pour fournir le programme de services externes dans les régions de l'Est et des Parcs, et des services dans les régions du Nord. Le Programme de Services aux enfants handicapés a aussi fourni du financement au centre Saint-Amant pour offrir le modèle de soutien des parents aux familles en attente de recevoir des services d'intervention précoce destinés aux enfants atteints de troubles du spectre autistique.

En 2014-2015, Situation de la femme a continué à collaborer avec la Ville de Winnipeg, le Service de police de Winnipeg, l'Université de Winnipeg et des groupes communautaires pour élaborer et mettre en œuvre des stratégies visant à prévenir la violence sexuelle et à y répondre efficacement à Winnipeg, dans le cadre de l'initiative mondiale « Des villes sûres » de l'Organisation des Nations Unies. Comme vous le savez aussi, le 12 décembre 2014, nous avons annoncé un partenariat de trois ans avec Ka Ni Kanichihk pour élaborer le premier programme dirigé par des autochtones destiné aux femmes victimes de violence sexuelle.

Le ministère a également continué à diriger la Stratégie de réduction de la bureaucratie pour les organismes sans but lucratif. Lors de la phase 1, les organismes participants ont été très positifs à l'égard du projet pilote de réduction de la bureaucratie, et ont indiqué que le projet avait permis de faire croître leur capacité à planifier à long terme et à attirer et à maintenir du personnel, entraînant une amélioration des services de première ligne. La phase 2 de la Stratégie a été lancée en mars 2015, avec la mise en place d'un processus de demande ouvert.

Le ministère a continué à diriger les travaux de *Tout le monde à bord : Stratégie manitobaine de réduction de la pauvreté et d'inclusion sociale*. Comme vous le savez, le Manitoba s'est engagé dans une approche qui lie le développement économique communautaire, la formation et l'éducation ensemble grâce à de nouveaux investissements importants dans le soutien au revenu. L'Allocation pour le loyer, qui a été lancée en juillet 2014, est un élément important de cette approche. En tant que l'une des réformes de l'aide au revenu les plus complètes jamais réalisées au Canada, l'Allocation pour le loyer consolide l'ancienne allocation de logement d'Aide à l'emploi et au revenu et les programmes d'Aide au loyer en une allocation-logement transférable, permettant d'accroître et d'intégrer efficacement les prestations offertes aux bénéficiaires de l'aide sociale et aux autres Manitobains à faibles revenus demeurant dans des logements locatifs privés.

Une autre initiative importante qui a été lancée au cours du dernier exercice était celle des Services de soutien aux personnes malades ou handicapées. Lancée en juillet 2014, cette initiative d'amélioration des services et des processus a établi une section centralisée qui agira comme guichet unique normalisé pour fournir des suppléments alimentaires et nutritionnels, des fournitures et des équipements, admissibles et liés à la santé, aux participants inscrits à l'Aide à l'emploi et au revenu, au Programme de Services aux enfants handicapés et aux Services d'intégration communautaire des personnes handicapées de manière constante, efficace et rentable.

Plusieurs changements importants ont eu lieu pendant l'exercice. En novembre 2014, nous avons accueilli le Bureau des personnes handicapées dans notre ministère. Son travail

en 2014-2015 portait principalement sur l'élaboration de la première norme d'accessibilité relative au service à la clientèle, conformément à la *Loi sur l'accessibilité pour les Manitobains*, et la création de nouveaux outils de formation pour les organismes du secteur public qui doivent créer un plan d'accessibilité en 2016. Pour en savoir plus sur la *Loi* ou sur la norme d'accessibilité, rendez-vous à www.accessibilitymb.ca/index.fr.html.

Plusieurs modifications législatives et réglementaires ont aussi eu lieu en 2014-2015. Celles-ci comprenaient :

Les modifications apportées à la *Loi sur l'adoption* et à la *Loi sur les statistiques de l'état civil* qui donnent accès aux documents de naissance liés à l'adoption. Ces modifications ont été déposées en juin 2014 et devraient entrer en vigueur en juin 2015.

Le projet de loi 68, *Loi modifiant la Loi sur les services à l'enfant et à la famille (signalement des incidents critiques)*. Cette loi a reçu la sanction royale en juin 2014. Le projet de loi renforce la responsabilité au sein du système de protection de l'enfance et favorise une culture d'apprentissage à partir des incidents indésirables en obligeant le signalement des incidents critiques. Le projet de loi 68 s'appuie sur les processus existants et exige que les employés et les autres personnes qui travaillent pour les offices ou les régies de services à l'enfant et à la famille, ou qui fournissent des services à ceux-ci, signalent les incidents critiques qui ont entraîné des blessures graves chez un enfant ou sa mort.

La *Loi sur la profession de travailleur social*. Adoptée en 2009, cette loi a été proclamée en novembre 2014, et a entraîné la création de l'Ordre des travailleurs sociaux du Manitoba. La *Loi*, qui entre en vigueur le 1er avril 2015, exigera que les personnes qui se présentent ou qui se désignent comme des « travailleurs sociaux » (ou dont le titre de poste comprend la désignation « travailleur social »), s'inscrivent à l'Ordre des travailleurs sociaux du Manitoba et soient réglementées par celui-ci. L'Ordre protégera l'intérêt du public en offrant une meilleure assurance que les services reçus par des « travailleurs sociaux » sont fournis par des professionnels qualifiés.

Le ministère continuera à fournir des services importants et essentiels aux familles et aux enfants manitobains vulnérables et continuera à chercher des possibilités d'améliorer et de renforcer les programmes et les services qu'il fournit.

En conclusion, j'aimerais reconnaître et remercier nos employés et nos partenaires de prestation de services dévoués pour le rôle important qu'ils jouent afin de veiller à ce que les services et les soutiens fournis par le ministère répondent aux besoins nombreux et variés des Manitobains.

Le tout respectueusement soumis,

"Original singé par Joy Cramer"

Joy Cramer
Sous-ministre
Services à la famille

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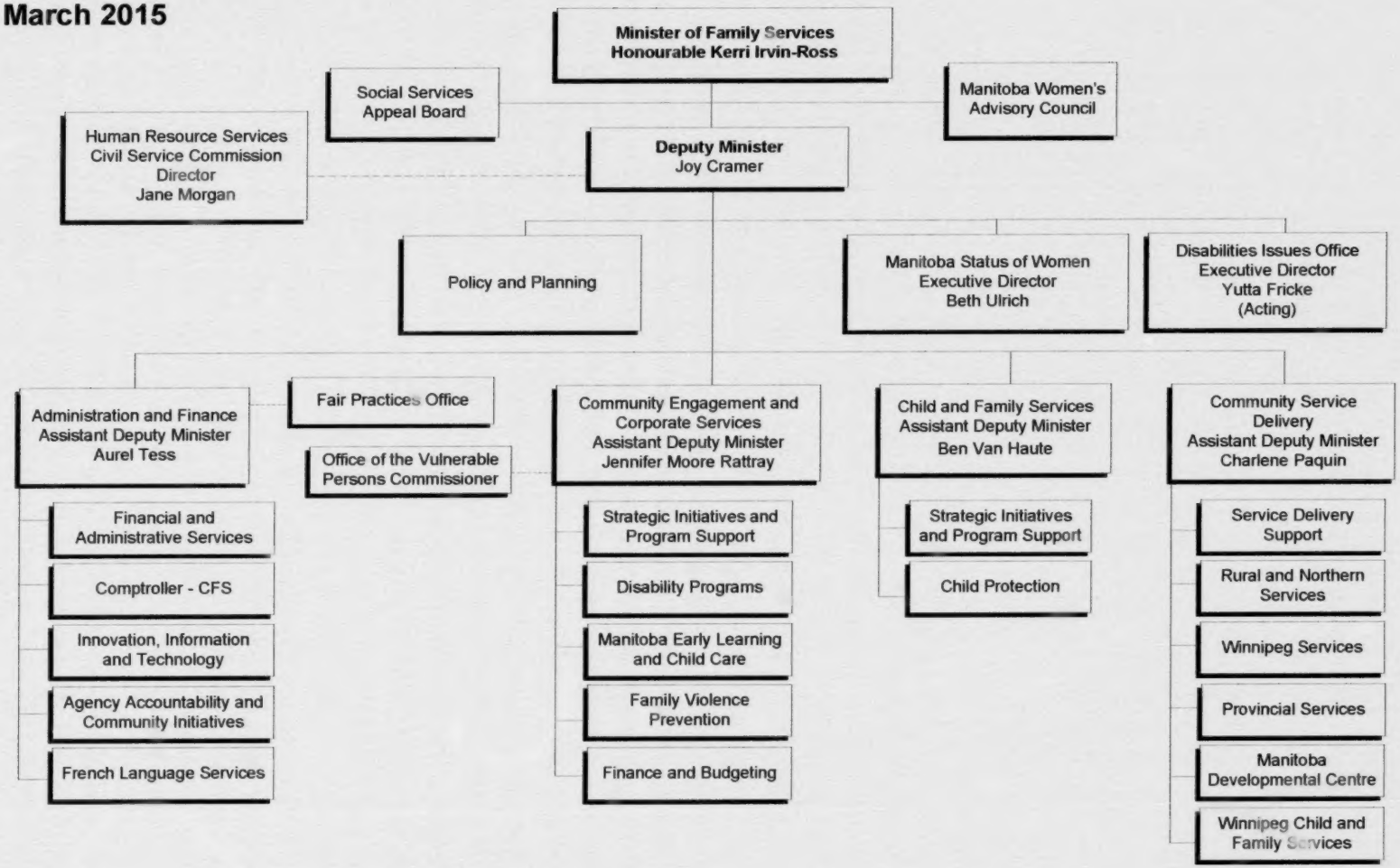
Department of Family Services
Organizational Chart
March 2015


Minister of Family Services
Honourable Kerri Irvin-Ross
Social Services Appeal Board
Manitoba Women's Advisory Council
Human Resource Services Civil Service Commission Director Jane Morgan
Deputy Minister Joy Cramer
Policy and Planning
Manitoba Status of Women Executive Director Beth Ulrich
Disabilities Issues Office Executive Director Yutta Fricke (Acting)
Administration and Finance Assistant Deputy Minister Aurel Tess
Financial and Administrative Services
Comptroller - CFS
Innovation, Information and Technology
Agency Accountability and Community Initiatives
French Language Services
Fair Practices Office
Office of the Vulnerable Persons Commissioner
Community Engagement and Corporate Services Assistant Deputy Minister Jennifer Moore Rattray
Strategic Initiatives and Program Support
Disability Programs
Manitoba Early Learning and Child Care
Family Violence Prevention
Finance and Budgeting
Child and Family Services Assistant Deputy Minister Ben Van Haute
Strategic Initiatives and Program Support
Child Protection
Community Service Delivery Assistant Deputy Minister Charlene Paquin
Service Delivery Support
Rural and Northern Services
Winnipeg Services
Provincial Services
Manitoba Developmental Centre
Winnipeg Child and Family Services

Preface

Report Structure

This annual report is organized in accordance with the Department of Family Services appropriation structure that reflects the Department's authorized votes approved by the Legislative Assembly. The report includes information at the main and sub-appropriation levels relating to the Department's responsibilities and results for the fiscal year ending March 31, 2015. Financial performance information is provided with expenditure and revenue variance explanations and a five-year adjusted historical table of departmental expenditures and staffing.

Vision

The Department of Family Services is committed to improving the quality of life for Manitobans through furthering the social, economic, and labour market inclusion of Manitobans. The Department envisions a fully accessible province where diversity is respected, where people with a range of abilities feel valued as full citizens and where persons who are vulnerable or at risk live with dignity and security. The Department strives for a province where all Manitoba women are equal and enjoy full participation in all aspects of social, economic and political life, free from exploitation and violence.

Mission

Family Services supports Manitobans to achieve their full potential. The Department works to help keep children, families and communities safe and secure, while supporting citizen development and well-being. Family Services promotes and enforces appropriate standards and quality services with respect to child and family services and early learning and child care. Family Services encourages a more inclusive and accessible society for persons with disabilities by promoting full citizenship and removing barriers to participation. The Department works towards achieving gender equality by advancing the social, economic, legal and health status of all women in Manitoba.

Overview

The Department's programs and services are organized into four divisions:

- Administration and Finance
- Community Service Delivery
- Community Engagement and Corporate Services
- Child and Family Services

Family Services is responsible for a comprehensive range of social services. Some of these programs and services are delivered directly by the Department, while others are provided in partnership with a variety of organizations and community-based groups.

Administration and Finance Division

The Administration and Finance division provides centralized financial, administrative and information systems support to the Department, and includes the Innovation, Information and Technology Branch.

Also included in the Administration and Finance division's appropriation are Manitoba Status of Women, the Policy and Planning Branch, and the Agency Accountability and Community Initiatives Branch (AACIB). The AACIB (through the Agency Accountability and Support Unit) provides support to the Department and to external funded agencies. The Community Initiatives Unit leads All Aboard: Manitoba's Poverty Reduction and Social Inclusion Strategy, as well as the provincial Non-Profit Organization Strategy.

Community Service Delivery Division

The Community Service Delivery division delivers most of the Department's social services, including child welfare services that are provided by the Winnipeg Services, and Rural and Northern Services Branches, and the Province's income assistance programs to eligible citizens. Although statutory responsibility and funding for income supports for Employment and Income Assistance have transferred to the Department of Jobs and the Economy, the Division continues to deliver these benefits at the community level. The two Departments work together closely to maximize training and employment opportunities for all Manitobans as well as ensure appropriate financial and social supports for those who need them.

Community Engagement and Corporate Services Division

The Disability Programs Branch provides program coordination, direction and funding for services to children with disabilities, and for supported living services for adults with intellectual disabilities. Disability Programs also oversees the operation of licensed adult residential care facilities, ensuring compliance with *The Social Services Administration Act* and the Residential Care Facilities Licensing Regulation. Manitoba Early Learning and Child Care oversees the operation of licensed child care facilities in the province, administering and enforcing *The Community Child Care Standards Act.* The Family Violence Prevention Program funds agencies that provide services to people affected by family violence and family disruption. Also included in the Community Engagement and Corporate Services division's appropriation is the Disabilities Issues Office.

Child and Family Services Division

The Child and Family Services division provides leadership and strategic direction to Child and Family Services Authorities, child welfare agencies, community-based agencies, regional offices, community access area teams, and others, to keep children safe and protected, and assist at risk families. The Division focuses on program coordination and direction, policy and program development, budgeting, funding, setting standards, licensing, monitoring, training, quality assurance, evaluation, managing program data bases, and supporting and delivering specialized services.

Manitoba Status of Women

Manitoba Status of Women (MSW) works to identify the needs and concerns of Manitoba women, and to raise awareness of issues affecting women. MSW also partners with community organizations and other government departments to promote gender equality, and brings the concerns and aspirations of women to the provincial government to ensure that they are integrated into government programs, policies and legislation. MSW leads the implementation of Manitoba's Multi-year Domestic Violence Strategy and, contributes to the development of strategies and initiatives (federal, provincial, and municipal) that seek to advance women's equality.

Policy and Planning Branch

The Policy and Planning Branch provides leadership, coordination and support on policy issues that affect the Department and its delivery of services to Manitobans. The Branch leads and coordinates all web-related communications that support or enhance the Department's program and service delivery systems. The Branch also leads intergovernmental and interdepartmental activities related to social services and provides leadership and coordination on access to information and protection of privacy policy matters.

Disabilities Issues Office

The Disabilities Issues Office (DIO) supports the Minister responsible for Persons with Disabilities in ensuring the development of disability inclusive legislation, policy and programs across government. The DIO supports the implementation of *The Accessibility for Manitobans Act*, serving as the Secretariat to the Accessibility Advisory Council and developing resources for training and public awareness. The DIO is guided by the United Nations Convention on the Rights of Persons with Disabilities in working with community organizations to achieve disability access, inclusion and equality in Manitoba.

In addition, the Social Services Appeal Board, a quasi-independent body, reports to the Minister of Family Services.

Statutory Responsibilities

The Adoption Act
The Adult Abuse Registry Act
The Child and Family Services Act
The Child and Family Services Authorities Act
The Community Child Care Standards Act
The Intercountry Adoption (Hague Convention) Act
The Parents' Maintenance Act [Section 10]
The Poverty Reduction Strategy Act
The Social Services Administration Act
[Under this Act, responsibility for The Residential Care Facilities Licensing Regulation, M.R. 484/88 R and the whole Act except as it relates to employment and income supports]
The Social Services Appeal Board Act
The Social Work Profession Act
The Vulnerable Persons Living with a Mental Disability Act

The Minister of Family Services is also responsible for:

The Accessibility for Manitobans Act
The Manitoba Women's Advisory Council Act

The Social Services Administration Act, The Adult Abuse Registry Act and *The Manitoba Women's Advisory Council Act,* require the Minister to report annually to the Legislature. These reporting requirements for 2014/15 are met by this Annual Report.

(Separate annual reports are issued by the Social Services Appeal Board and All Aboard: Manitoba's Poverty Reduction and Social Inclusion Strategy.)

Rural/Northern Regional
Social Service Delivery Structure
(as at March 31, 2015)

Winnipeg Regional
Social Service Delivery Structure
(as at March 31, 2015)

Community Area Pairings

Downtown
Point Douglas
Seven Oaks / Inkster
River East / Transcona
St. Boniface / St. Vital
River Heights / Fort Garry
St. James-Assiniboia /
Assiniboine South

Sustainable Development

The department is committed to the principles and guidelines set out in the *The Sustainable Development Act*, and works to incorporate them in departmental activities, programs and business practices.

The following initiatives were introduced in 2014/15:

- The use of web-conferencing and virtual meetings as a regular business practice to share information with staff. The Community Service Delivery division launched a web-conferencing tool to share information with Children's disABILITY Services (CDS) staff in Winnipeg and rural and northern regions, and to monitor the implementation of the CDS Comprehensive Family Assessment tool. The use of web-conferencing reduces the need and costs for staff travel, as well as related meal and accommodation expenses.
- The establishment of a Sustainability Committee spearheaded by staff in the Community Engagement and Corporate Services division at 114 Garry Street. The Committee promotes greater awareness of sustainable practices including the introduction of composting and battery and cell phone recycling and the purchase of supplies such as eco-friendly cups instead of Styrofoam, when reusable mugs are not an option. The Committee is involved in the renovation of 114 Garry Street to ensure sustainability is prioritized.
- Family Services has representation on the cross-department Greening Government Committee.

The following activities continued in 2014/15:

- Departmental staff participated in the annual Commuter Challenge, a Canada-wide event that encourages daily commuters to leave their cars at home and use active and/or green travel choices. In 2014, 56 departmental staff registered to take part in the event, logging their kilometers, saving fuel and avoiding greenhouse gas emissions.
- The Manitoba Developmental Centre's award-winning recycling program collected and processed more than 21 metric-tonnes of recyclable materials.
- The Manitoba Early Learning and Child Care Program (MELCC) ensured that early learning and child care construction projects adhered to the Manitoba Green Building Policy in order to be eligible for capital funds. Consistent with the policy, large projects must meet or exceed the internationally-recognized LEED (Leadership in Energy and Efficiency Design) Green Building Rating System Silver standard. Other projects under the required square footage must outline cost effective green building principles in their design. Further, MELCC encouraged child care groups to form as many community and/or school partnerships as possible to enhance community strength and take advantage of economies of scale.

Family Services also continued to work with Manitoba Infrastructure and Transportation on other accommodation projects within the Department to ensure that the Green Building Policy is followed.

- The Department continued to use the Waste Stream Services recycling program in most of its buildings across the province, which included using mini-bins for desk side refuse, desk side blue bins for non-confidential paper, and central bins for aluminum, plastic, and non-confidential paper. This program endorses the continued use of Government Records Boxes for the destruction of confidential paper.
- Through internal procurement practices, the Department continued to promote environmental sustainability and awareness within the Department and among vendors. The Department continued to expand the knowledge and skills of procurement practitioners and end-users. "Green" products and recycled materials continued to be purchased where available including the purchase of recycled photocopy paper, encouraging two-sided printing of documents and encouraging employees to consider the environment before printing material.

As a strong proponent of sustainable development principles, the Department remains committed to developing strategies and policies that promote a culture of sustainability, and to facilitating the integration of sustainable development principles and guidelines into its ongoing activities.

Manitoba Policy on Access to Government (MPAG):

Publications, Events and Customer Service
Promoting the participation of persons with disabilities as full citizens is an important objective of the Government of Manitoba. The MPAG is the provincial government's commitment to offer Manitobans with disabilities equal access to public information, events, and customer service. The aim of the policy is to eliminate barriers faced by persons with disabilities in their interactions with the Government of Manitoba and to reasonably accommodate any disability-related needs that a person may have.

As part of its commitment to meeting the service needs of persons with disabilities, the Department of Family Services has a designated Disability Access Coordinator to help coordinate the implementation of the MPAG. In addition, a working group meets on a regular basis to discuss strategic directions and activities, and to build on the progress made to date.

Progress in 2014/15:

Accessibility in Family Services buildings
The Department of Family Services is committed to ensuring that no barriers are created in new construction and major building renovation projects. Staff liaised with Manitoba Infrastructure and Transportation (MIT) to ensure that newly renovated or leased office buildings were accessible to the public. During the planning of a major renovation of the offices at 114 Garry Street in Winnipeg, care was taken to comply with all accessibility requirements.

Departmental staff can approach the Disability Access Coordinator with concerns about building accessibility. In 2014/15, the Disability Access Coordinator did not receive any concerns regarding building accessibility.

Services, publications, websites
"Active offer" reception area signs
The "active offer" sign continues to be posted in Family Services (FS) reception areas. The sign encourages members of the public to let staff know if they need assistance because of a disability. FS staff continue to work to respond to requests for accessibility assistance in an effective and timely manner.

"Active offer" statement on written information
Progress continues on including an "active offer" statement on public facing written information. The "active offer" states that information is available in alternate formats, upon request. Alternate formats include (but are not limited to) large print, electronic text, Braille and captioning.

Website accessibility

The compliance level/benchmark for Manitoba government websites is the World Wide Web Consortium (W3C), level AA. Departmental staff continue to monitor websites and portals to ensure that they are compliant with these accessibility standards.

Supports to staff

Internal website

FS maintained and updated an internal website that is dedicated to the MPAG. This website includes information about the policy, how it can be implemented, and a list of suppliers and resources that can assist staff in responding to accommodation-related requests. This internal site was promoted to Department staff as a reminder about the MPAG and the resources available.

Staff orientation and training

Training workshops about the MPAG were delivered throughout the year to newly-hired staff, as part of their orientation to the Department. In addition, the Disability Access Coordinator supported staff to respond effectively and efficiently to public requests for information and services in alternate formats.

Minister and Executive Support

Minister's Salary

This appropriation provides for the Minister's salary entitlement as a member of Executive Council.

09-1A Minister's Salary

Expenditures by Sub-Appropriation	Actual 2014/15 $000	FTE	Estimate 2014/15 $000	Variance Over/(Under)	Exp. No.
Total Salaries and Employee Benefits	29	1.00	37	(8)	1

1. The under-expenditure reflects the cost-sharing of the Minister's salary with the Department of Housing.

Executive Support

Executive Support includes the offices of the Minister and the Deputy Minister. The Executive Offices provide the Department with policy direction and planning, and co-ordinate departmental activities.

09-1B Executive Support

Expenditures by Sub-Appropriation	Actual 2014/15 $000	FTE	Estimate 2014/15 $000	Variance Over/(Under)	Exp. No.
Total Salaries and Employee Benefits	795	10.00	747	48	
Total Other Expenditures	98		65	33	1
Total Expenditures	893		812	81	

1. The over-expenditure is due to minor operating expenses.

Social Services Appeal Board

The Social Services Appeal Board (SSAB) ensures that Manitobans have access to a fair, impartial and formal appeal process for decisions made by social services and programs administered by the Province of Manitoba.

The SSAB hears appeals for a range of programs and services that include financial assistance programs and programs for persons with disabilities. Under provisions of *The Social Services Appeal Board Act,* the SSAB also hears appeals related to the licensing of child care facilities, private adoption agencies and residential care facilities. Hearings are convened throughout Manitoba within time frames specified in legislation, and written decisions are provided within 15 working days of each hearing. The SSAB carries out its statutory duties independently and at arms-length from government.

The SSAB acts in an advisory capacity to the Minister on matters of policy, changes in legislation, issues arising out of hearings and other matters referred to the Appeal Board by the Minister.

Key Results Achieved

- Received 624 appeals

09-1C Social Services Appeal Board

Expenditures by Sub-Appropriation	Actual 2014/15 $000	FTE*	Estimate 2014/15 $000	Variance Over/(Under)	Exp. No.
Salaries and Employee Benefits	394	5.00	481	(87)	1
Other Expenditures	79		83	(4)	
Total Expenditures	473		564	(91)	

** Full time equivalents do not include board positions.*

1. The Fair Practices Officer position was vacant for months of April to September 2014.

The Social Services Appeal Board Annual Report for the year 2014/15 may be obtained from the Appeal Board's office at 7th floor-175 Hargrave Street, Winnipeg MB R3C 3R8, by telephone at 204-945-3003 or online at http://www.gov.mb.ca/fs/ssab/annual_reports.html.

Human Resource Management

Effective March 1, 2010, the Government of Manitoba realigned responsibility for the delivery of human resource services and the associated staff to the Civil Service Commission with the goal of improving service delivery to all departments and employees. For additional information on Human Resource Management, please see the Civil Service Commission's 2014/15 Annual Report at http://www.gov.mb.ca/csc/publications/annrpt/index.html.

Policy and Planning

Under direction of the Deputy Minister, the Policy and Planning Branch is primarily an internal service provider, providing decision making support and policy management services to the Deputy Minister and to each of the divisions of Family Services on a wide range of issues that affect the Department and the delivery of social services to Manitobans. The Branch provides policy and legislative development, internal communications and web support for the Department. The Branch assists with interdepartmental activities and coordinates the development of responses to access to information and protection of privacy requests. The Branch also supports the Deputy Minister and the Minister in Federal/Provincial/Territorial relations pertaining to social services.

Key Results Achieved:

- Coordinated strategic planning and performance management activities demonstrated through 2014/15 departmental planning and reporting processes. Examples include the development of the Department Plan and the preparation of Ministerial briefing materials and Estimates documents.
- Undertook research and analysis and offered strategic advice to executive and divisional management regarding departmental trends, policies, programs and legislative initiatives.
- Provided key information to the Minister, Deputy Minister and senior management including the preparation of briefing and planning materials, authority seeking documents, correspondence and public reporting documents.
- Coordinated responses to interdepartmental and intergovernmental requests and issues that were cross-sectoral or multi-sectoral in nature.
- Represented the Department in interdepartmental, intergovernmental, and intersectoral discussions related to a broad range of social issues.
- Participated in Federal/Provincial/Territorial (F/P/T) social policy work, representing Manitoba's interests, sharing information across jurisdictions and ensuring the Department's policy and program development processes are informed by the Canadian context. The Branch participated in the intergovernmental policy research work of three F/P/T advisory committees on issues related to Disability, Poverty and

Children and Youth At Risk, and provided leadership support to the Minister in her role as co-chair of the PT Aboriginal Children in Care Working Group in the development of an *Aboriginal Children in Care Report*, which will be shared with Canada's Premiers when they meet in July 2015.

- Responded to public requests for information according to *The Freedom of Information and Protection of Privacy Act* (FIPPA) and *The Personal Health Information Act* (PHIA). Coordinated responses regarding other issues related to access and privacy.
- Provided technical and operational support for all internal and external Family Services websites.

Freedom of Information (FIPPA) Requests

	2013/14		2014/15	
FS Divisions	**Total**	**Percentage**	**Total**	**Percentage**
Administration and Finance	66	17%	77	29%
Child and Family Services	176	45%	102	38%
Community Service Delivery	6	1%	14	5%
Community Engagement and Corporate Services*	62	16%	28	11%
Policy and Planning	16	4%	37	14%
Labour Programs**	44	11%	N/A	N/A
Transfers to other departments	23	6%	9	3%
TOTAL Applications	**393**	**100%**	**267**	**100%**

Type of Applicant	**Total**	**Percentage**	**Total**	**Percentage**
Private Citizen	167	42%	46	17%
Political Party	178	45%	172	65%
Organization	30	8%	32	12%
Media	18	5%	17	6%
TOTAL Applications	**393**	**100%**	**267**	**100%**

* *Formerly the Disability Progams and Early Learning and Child Care division.*

** *Labour applications are included in these statistics until October 18, 2013. On that date, the former Family Services and Labour became two separate departments.*

09-1E Policy and Planning

Expenditures by Sub-Appropriation	**Actual 2014/15 $000**	**FTE**	**Estimate 2014/15 $000**	**Variance Over/(Under)**	**Exp. No.**
Total Salaries and Employee Benefits	1,111	15.00	941	170	1
Total Other Expenditures	172		148	24	2
Total Expenditures	1,283		1,089	194	

1. The variance is primarily due to two unfunded positions and unrealized staff turnover.
2. The variance is primarily due to unbudgeted operating expenses.

Administration and Finance Division

The Administration and Finance division oversees comptrollership and administrative functions and ensures financial and administrative policies, services and reporting systems are developed and administered effectively in support of the Department's accountability framework. The Division provides leadership and expertise for Information and CommunicationTechnology (ICT)-related planning, policies, financial, project management, risk management and business support to the Department and external stakeholders.

The Division includes the following branches:

- Agency Accountability and Community Initiatives
- Financial and Administrative Services
- Innovation, Information and Technology

Agency Accountability and Community Initiatives

Integrated Community Initiatives Unit

The Integrated Community Initiatives Unit of Family Services provides leadership, coordination and support for various community-based interdepartmental and departmental initiatives, including responsibility for implementing *The Poverty Reduction Strategy Act* and administering the Non-Profit Organization (Reducing Red Tape) Initiative.

Key Results Achieved

All Aboard: Manitoba's Poverty Reduction and Social Inclusion Strategy

- Published an Action Plan on *Creating Opportunities for Youth.*
- Provided secretariat support to the All Aboard Committee whose work contributed to new provincial initiatives in poverty reduction.
- Issued the 2013/14 All Aboard Annual Report, which describes performance on 21 regulated indicators of poverty and social exclusion. For more information please refer to the 2013/14 All Aboard Annual Report. An online version is available at www.manitoba.ca/allaboard, or by contacting allaboard@gov.mb.ca.

Non-Profit Organization Reducing Red Tape Initiative

- Provided technical and administrative support to over 100 participating Non-Profit Organizations (NPO) and funding departments.
- Consulted with sector stakeholders to develop selection criteria for Phase 2 of NPO implementation.
- Issued applications for Phase 2 of the NPO Strategy.

09-1D Integrated Community Initiatives

Expenditures by Sub-Appropriation	Actual 2014/15 $000	FTE	Estimate 2014/15 $000	Variance Over/(Under)	Exp. No.
Total Salaries and Employee Benefits	458	5.00	280	178	1
Total Other Expenditures	112		80	32	2
Total Expenditures	570		360	210	

1. The variance is primarily due to unfunded FTEs.
2. The variance is primarily due to unbudgeted recovery from the Manitoba Bureau of Statistics – $20; information and technology accommodations for an employee with a disability – $10; financial support for an unbudgeted Manitoba Federation of Non-profit Organization Sector Council's Counterparts Conference – $6; partially offset by $(4) in minor operating under-expenditures.

Agency Accountability and Support Unit

The Agency Accountability and Support Unit (AASU) strengthens the capacity of the Department to effectively monitor departmentally funded agencies' financial performance, and ensures that agencies are operating under a clear and effective accountability framework.

The AASU provides leadership and management in the development and coordination of departmental contracts with other organizations, including Service Purchase Agreements.

The AASU supports agency and board development by providing advice and assistance on agencies' operations and financial management, and brings a systematic approach to the planning, implementation and response to internal and external audits of departmental programs and funded agencies.

Key Results Achieved

- Led the negotiations of 31 Service Purchase Agreements to completion and extended 54 in continued negotiation. Completed 73 Transportation contracts and 42 Fee-for-Service contracts.
- Conducted financial reviews on agencies funded by the Department, either in response to allegations or as a result of non-compliance with the Department's Financial Reporting Requirements.
- Continued to monitor and follow-up with agencies for compliance with the Department's Financial Reporting Requirements, analyzed the financial performance of agencies, investigated areas of concern and performed operational reviews. In 2014/15, resources were dedicated to the development of new systems to better share information about funded agencies across the department and to provide more timely information to senior management about the financial performance of these agencies.

- Completed Phase One of a review of Fixed Rate Contracts, focusing on contracts in the Emergency Alternative Staffing Resources program of Child and Family Services. The report, published in December 2014, confirmed the value of moving away from the use of contracted staff in Child and Family Services shelters.
- Coordinated the development of an annual audit plan through the Audit Advisory Committee and monitored the implementation of audit recommendations.
- Continued to monitor the implementation of recommendations made by the Office of the Auditor General and Internal Audit and Consulting Services in order to improve accountability for the use of public funds.

09-1H Agency Accountability and Support Unit

Expenditures by Sub-Appropriation	Actual 2014/15 $000	FTE	Estimate 2014/15 $000	Variance Over/(Under)	Exp. No.
Total Salaries and Employee Benefits	1,324	18.00	1,343	(19)	
Total Other Expenditures	137		367	(230)	1
Total Expenditures	1,461		1,710	(249)	

1. The variance is primarily due to the delay in audits for the 2014/15 fiscal year.

Financial and Administrative Services

Financial and Administrative Services' main focus is to maintain an active comptrollership function by ensuring that financial and administrative policies, services and reporting systems are developed, maintained and effectively administered to meet financial control, accountability, and reporting standards and to safeguard and protect the financial and physical asset needs of the Department. This is accomplished through effective departmental financial administration and management activities; coordination of comprehensive budget estimates planning and support services; responsible financial forecasting and reporting: disbursements and revenue accounting; appropriation control; and by providing direction on financial and administrative policies and operational procedures and practices to divisional staff.

The Branch also provides a broad range of operational and administrative support services, and administers the French Language Services policy throughout the Department.

Key Results Achieved

- Continued to review and improve departmental financial and administrative control procedures as part of ongoing comptrollership activities. The objectives serve to mitigate risks and guide the stewardship and overall management of the human, financial, knowledge, technology, and capital resources entrusted to the Department.
- Continued improvements to the Department's Comptrollership Plan as suggested by the Provincial Comptroller's Office, as well as various internal improvements reflected to strengthen the plan. The objective of the plan is to ensure that processes and procedures are in place and operating as intended.

- Continued efforts to enhance fiscal management, accountability and control through various Comptrollership Initiatives. This included the continuation of projects in Community Living disABILITY Services and in Child Protection programs to improve internal controls and systems and management reporting.
- Provided ongoing and enhanced management reporting regarding the Department's fiscal status, to executive management and central government.
- Provided ongoing identification and monitoring of emerging financial and program management issues, ensuring that control and accountability systems were in place.
- Partial implementation of central government's new budgeting and financial reporting tool, integrated with the corporate Systems Applications and Products in Data Processing (SAP) system.
- Continued participation in a number of cross-government audits and comptrollership reviews performed by Internal Audit and Consulting Services and by Manitoba Finance. Benefits achieved include improved controls, accountability and reporting in a number of areas.
- Continued refinement of departmental financial and human resource role assignments within the corporate SAP environment and strengthening risk mitigation activities and systems using central government's Governance, Risk and Compliance tool. The results serve to ensure that risks are minimized through the proper assignment of SAP roles across the Department.
- Began preparation toward central government's upcoming directive regarding the expanded role for purchase orders within the corporate SAP environment. Initial efforts focused on internal policy and procedural development, communications, securing trainers, and developing training materials.
- Provided ongoing identification and monitoring of emerging French Language Services issues and ensured compliance with the French Language Services Policy for Active Offer, translation of documents and best practices for French Language Services. Created new Departmental French Languange Plan for implementation in 2015 - 2020.

09-1F Financial and Administrative Services

Expenditures by Sub-Appropriation	Actual 2014/15 $000	FTE	Estimate 2014/15 $000	Variance Over/(Under)	Exp. No.
Total Salaries and Employee Benefits	1,374	20.00	1,330	44	
Total Other Expenditures	381		358	23	
Total Expenditures	1,755		1,688	67	

Innovation, Information and Technology

The Innovation, Information and Technology Branch provides project management and business analysis leadership and expertise in support of the Department's information strategy and goals. The Branch provides professional project management services and strategic Information Technology (IT) planning services for existing systems and develops detailed project plans for new, strategic initiatives.

The Branch is the Department's liaison point and steward of Information and Communication Technology services delivered by the Business Transformation and Technology division of the Department of Jobs and the Economy. The Branch manages all desktop services, computer assets and a centralized IT budget on behalf of the Department and its business partners. The Branch also reviews and sets departmental policy in support of the strategic IT direction of government and manages all corporate IT initiatives.

Key Results Achieved

- Provided professional business analysis and project management services for information system enhancement projects for Child and Family Services, Community Service Delivery, Community Engagement and Corporate Services, and Administration and Finance divisions.
- Continued to lead the scoping phase of the project to replace the existing Child Welfare Case Management system with a new information system.
- Expanded the range of Project Management and Organizational Change Management work performed by the Branch to include non-IT projects as prioritized by the Department.

09-1G Innovation, Information and Technology

Expenditures by Sub-Appropriation	Actual 2014/15 $000	FTE	Estimate 2014/15 $000	Variance Over/(Under)	Exp. No.
Total Salaries and Employee Benefits	721	11.00	940	(219)	1
Total Other Expenditures	1,469		1,807	(338)	2
Total Expenditures	2,190		2,747	(557)	

1. The variance is primarily due to vacancies and vacancy management.
2. The variance is primarily due to cost containment measures, delays in PC Renewal, and projected variable IT costs being invoiced less than anticipated.

Fair Practices Office

The Fair Practices Office (FPO) provides confidential, impartial assistance to Manitobans applying for, or receiving services under, select Manitoba Family Services and Manitoba Jobs and the Economy programs, who feel they have not been treated fairly.

The FPO investigates complaints and mediates disputes. It also helps identify repetitive complaint patterns that may require systemic changes and makes recommendations to departments on how they can improve service delivery and enhance program fairness.

Key Results Achieved

- Received and responded to complaints from EIA clients.
- Provided departmental staff training to area offices and senior management groups on fair practices and the services of the FPO.
- Developed and implemented a communication plan to increase awareness of the FPO and its services, including development of a website, FAQs, Power Point Presentation, and poster.
- Provided information sessions to community organizations that serve EIA clients.

Manitoba Status of Women

In support of the mandate of the Minister responsible for the Status of Women, the Manitoba Status of Women division promotes gender equality and the equal participation of all women in society; improves the economic, social, legal and health status of women, and contributes to ending exploitation and violence against women.

These objectives are achieved by identifying the needs and concerns of Manitoba women; raising awareness of issues affecting women; partnering with community organizations and other government departments to promote gender equality; and, bringing the concerns and aspirations of women to the provincial government to ensure they are integrated into government programs, policies and legislation.

Key Results Achieved

- Worked in partnership with Federal/Provincial/Territorial (FPT) Status of Women Ministries across Canada on issues of common or national interest such as violence against women, economic security and women's leadership. Participated in the annual FPT meeting of Ministers responsible for the Status of Women.
- Collaborated with FPT partners to produce the *Issue Brief: Sexual Violence Against Women in Canada*. This issue brief raised awareness and understanding of the issue as well as supported policy and program development and decision making for governments, non-governmental organizations, service providers, academics and others working to address sexual violence against women in Canada. Two fact sheets were produced from the issue brief to provide readers with an overview of the nature and extent of sexual violence against women in Canada.
- Hosted an advisory luncheon on the topic of women on boards. The luncheon offered stakeholders an opportunity to engage in group discussion on supporting Manitoba companies in increasing the number of women on boards.
- Produced a public awareness campaign focusing on providing information to adults, allowing them to respond in a supportive manner to children and youth affected by domestic violence as part of Manitoba's Multi-Year Domestic Violence Prevention Strategy. The campaign included a poster and two videos produced by Broadway Neighbourhood Centre *Just TV* program.
- As part of Sexual Assault Awareness Month, an interactive workshop on *Understanding Sexual Assault Trauma* was held.
- Continued to partner with the City of Winnipeg, Winnipeg Police Service, the University of Winnipeg, and community groups including Klinic and Ka Ni Kanichihk to develop and implement strategies to prevent and effectively respond to sexual violence in Winnipeg, as part of the United Nations (UN) Safe Cities Global Initiative.
- Provided funding to Ka Ni Kanichihk to design and develop Canada's first Aboriginal-led program for victims of sexual assault.

- Offered funding to community organizations throughout the province to deliver the *Power Up* a computer training program for women.
- Produced a new edition of the educational resource for girls, *4 Girls Only!* to mark International Day of the Girl for 2014. *4 Girls Only!* is a colourful, fun and fact-filled guide for girls across Manitoba in grades 6 to 8 that explores real-life issues including empowerment, healthy relationships, education, community engagement and the celebration of diversity. Provided research and support for government policy and program development related to such issues as economic security, women's health, violence against women and issues affecting Aboriginal women.
- Provided policy and administrative support to the Manitoba Women's Advisory Council.

Manitoba Women's Advisory Council

The Manitoba Women's Advisory Council works within the Manitoba Status of Women division to represent the issues and concerns of Manitoba women. The Council focuses on issues that have a social, legal or economic effect on the lives of women and their families.

The Manitoba Women's Advisory Council was established through an Order-in-Council in 1980. Since 1987, the function and operation of the Council has been governed by *The Manitoba Women's Advisory Council Act*.

The Council has a chair and several community members appointed by the provincial government. Members reflect the cultural diversity of Manitoba women and come from rural, urban and northern communities.

The Advisory Council reports to the Minister responsible for the Status of Women.

Key Results Achieved

- Collaborated with the Coalition of Provincial and Territorial Advisory Councils on the Status of Women members to respond to violence against women and reproductive health issues.
- Held four Council meetings, as mandated by *The Manitoba Women's Advisory Council Act*.
- Raised awareness of women's issues by hosting community information sessions, workshops and roundtables on a variety of issues of concern to women, as well as three large-scale community events – December 6th Sunrise Memorial, International Women's Day and Women's History Month.
- With Manitoba Status of Women, organized and co-hosted 14 Lunch and Learn sessions on a variety of issues of concern to women, including: sexual assault, ovarian cancer, breast cancer, Alzheimer's disease, and domestic violence.
- With Manitoba Status of Women, issued Community Networking Grants for Women. This grant is designed to assist women in rural, remote and northern communities and to network together as peers, share resources and information, and take action on issues important to them and their communities.

- Produced a poster and created public awareness to commemorate the 16 Days of Activism Against Gender Violence, November 25 – December 10, 2014. Each year thousands of organizations around the world take part in the 16 Days of Activism Against Gender Violence Campaign to raise awareness about gender-based violence.
- Acknowledged women's contributions by providing funding for the Babs Friesen Lifetime Achievement Award with the YM/YWCA of Winnipeg.
- Addressed identified priorities including economic security, violence against women, representations of women in the media and women's leadership.
- Achieved stronger connections with the women's community by supporting community activities, marches, networks of women, conferences and other events, and delivered community information via the Council's current e-mail distribution list to over 1,000 organizations and individuals.

09-1I Manitoba Status of Women

Expenditures by Sub-Appropriation	Actual 2014/15 $000	FTE	Estimate 2014/15 $000	Variance Over/(Under)	Exp. No.
Total Salaries	648	9.00	665	(17)	
Total Other Expenditures	235		263	(28)	
Total Grants	32		130	(98)	1
Total Expenditures	915		1,058	(143)	

1. The variance is primarily due to a decision to redirect Training of Tomorrow scholarship program to a new initiative to engage women in non-traditional occupations. Program development is underway.

Community Service Delivery Division

The Community Service Delivery division coordinates and delivers programming offered by the Department to the public. The Division manages and enhances the existing Integrated Service Delivery system and improves the quality, efficiency and accessibility of income support, social services and benefits provided by the Department.

The Division delivers the province's income assistance programs and related employment-focused supports on behalf of Manitoba Jobs and the Economy.

The Division operates through six branches:

- Service Delivery Support
- Rural and Northern Services
- Winnipeg Services
- Provincial Services
- Manitoba Developmental Centre
- Winnipeg Child and Family Services

Service Delivery Support

The Service Delivery Support Branch provides expertise and support to service delivery management and staff in Rural and Northern Services and Winnipeg Services. The Branch investigates and analyzes case-related and service delivery issues, prepares briefing material and required responses on service-related issues, and ensures that the field perspective and needs of Manitobans using departmental services are communicated to program divisions.

The Branch manages processes for allocating and monitoring program funding to the regions. The Branch assists service delivery staff in establishing and maintaining working relationships with community agencies. The Branch coordinates and delivers corporate orientations and cross-program and program-specific training for divisional staff.

The Branch provides leadership, coordination and support to municipalities across Manitoba in the event of an emergency or disaster, maintains department-wide services to citizens in the event of a business disruption, and leads the Department's Workplace Safety and Health program.

Key Results Achieved

- Reviewed five complex Community Living disABILITY Services (CLDS) protection investigations. This resulted in recommendations to reduce the risk of abuse or neglect in the future.
- Trained a complement of Winnipeg Services Employment and Income Assistance (EIA) staff in motivational interviewing for a study on the effectiveness of motivational interviewing to support EIA participants through to sustainable employment, in collaboration with Manitoba Jobs and the Economy.

- Trained Winnipeg Services and Rural and Northern Services Children's disABILITY Services (CDS) staff on the use of the Comprehensive Family Assessment tool.
- Developed and launched the CDS Community of Practice, a web-conferencing tool to keep all levels of CDS staff informed and to monitor the implementation of the Comprehensive Family Assessment tool.
- Coordinated the pilot project of ProTELEC's CheckMate working-alone safety system to monitor the safety of Winnipeg Child and Family Services family support worker staff.
- Responded to flooding due to heavy rains in Westman and Central Regions by engaging partners such as the Canadian Red Cross, Salvation Army and Mennonite Disaster Services.
- Provided six training sessions for municipalities across Manitoba on emergency social services.
- Coordinated the identification of risks during a business disruption and available resources to continue providing services to Manitobans with minimal interruption in all departmental branches.

09-2A Service Delivery Support

Expenditures by Sub-Appropriation	Actual 2014/15 $000	FTE	Estimate 2014/15 $000	Variance Over/(Under)	Exp. No.
Total Salaries and Employee Benefits	2,007	26.00	2,074	(67)	
Total Other Expenditures	4,897		4,882	15	
Total Expenditures	6,904		6,956	(52)	

Rural and Northern Services

The Rural and Northern Services Branch delivers Children's disABILITY Services, Community Living disABILITY Services, Residential Care Licensing, Early Learning and Child Care, Family Conciliation Services, Child and Family Services, Employment and Income Assistance (EIA) and market*Abilities* to eligible Manitobans in rural and northern regions of the province (Central, Eastman, Interlake, Northern, Parkland, and Westman Regions).

The Branch provides supports for Emergency Social Services and assistance to municipalities in the event of an emergency or disaster. The Branch engages with rural and northern communities to share information, consult, and/or collaborate on needs, priorities, or issues related to service delivery.

Key Results Achieved

- Completed the implementation of the employment and training assessment tool to support EIA participants to move toward training and employment opportunities, in collaboration with Manitoba Jobs and the Economy.

- In collaboration with Manitoba Jobs and the Economy, implemented Rent Assist, which is a monthly shelter-related financial benefit to help people who receive Employment and Income Assistance, and have housing costs to cover. It is also available to other low-income private renters.
- Began implementation of the Supports Intensity Scale that identifies the needs and supports of individuals with an intellectual disability to participate in community life.
- Continued the multi-year implementation and staff training of the General Authority (GA) Practice Model, which supports the engagement of children and families when staff are assessing child protection concerns, and determining early intervention services and case plans. The active engagement improves the effectiveness of case plans, increases safety, and enhances family satisfaction with services.
- Implemented a Rural and Northern Services eligibility list of prospective employees to more efficiently fill vacant positions.
- Responded to flooding due to heavy rains in Westman and Central Regions by ensuring shelter was provided, supplying funds for basic needs, supporting evacuees with psycho-social needs, and working with municipalities to track evacuees.
- Completed training of all municipalities in Westman region on emergency social services in the event of floods, fires or other hazards.
- Hired two autism early intervention specialists to serve the Parkland/Northern and Eastman regions, bringing the total number of specialists in Rural and Northern Services to five. The autism early intervention team provides an enhanced level of service to families with preschool age children with autism spectrum disorder.

09-2B Rural and Northern Services

Expenditures by Sub-Appropriation	Actual 2014/15 $000	FTE	Estimate 2014/15 $000	Variance Over/(Under)	Exp. No.
Total Salaries and Employee Benefits	26,551	389.75	27,406	(855)	
Total Other Expenditures	4,250		4,524	(274)	
Total Expenditures	30,801		31,930	(1,129)	

Winnipeg Services

The Winnipeg Services Branch delivers Children's disABILITY Services, Community Living disABILITY Services, Early Learning and Child Care, Employment and Income Assistance (EIA) and market*Abilities* to eligible Manitobans in Winnipeg in partnership with the Winnipeg Regional Health Authority. Services are delivered in seven community areas. The Branch is also responsible for Residential Care Licensing, the Provincial Special Needs Program, and Family Conciliation Services.

The Branch provides supports for Emergency Social Services and assistance to the City of Winnipeg in the event of an emergency or disaster. The Branch engages communities across Winnipeg to share information, consult, and/or collaborate on needs, priorities, or issues related to service delivery.

Key Results Achieved

- Opened ACCESS Winnipeg West in partnership with the Winnipeg Regional Health Authority, and moved the St. James-Assiniboia and Assiniboine South community area offices into the new site. Continued planning for new ACCESS centres in St. Boniface and Winnipeg South.
- Started implementing the employment and training assessment tool to support EIA participants to move toward training and employment opportunities, in collaboration with Manitoba Jobs and the Economy.
- In collaboration with Manitoba Jobs and the Economy, implemented Rent Assist, which is a new monthly shelter-related financial benefit to help people who receive EIA and have housing costs to cover. It is also available to other low-income private renters.
- Continued to implement the Supports Intensity Scale that identifies the needs and supports of individuals with an intellectual disability to participant in community life.
- Operationalized the Thunderwing project under the Block by Block Community Safety and Well-being initiative. Thunderwing is a collaboration between community organizations, government, and community members to coordinate services for individuals and families with complex needs that live in the Point Douglas area.
- Operationalized the Morningstar project in RB Russell High School. The project is a collaboration of school, community, students and families to coordinate services to improve educational outcomes.
- Engaged EIA program participants for a study on the effectiveness of motivational interviewing to support EIA participants through to sustainable employment, in collaboration with Manitoba Jobs and the Economy.

09-2C Winnipeg Services

Expenditures by Sub-Appropriation	Actual 2014/15 $000	FTE	Estimate 2014/15 $000	Variance Over/(Under)	Exp. No.
Total Salaries and Employee Benefits	36,157	520.50	35,275	882	
Total Other Expenditures	5,277		5,886	(609)	1
Total Expenditures	41,434		41,161	273	

1. The variance is primarily due to delays of moving and renovation costs.

Provincial Services

The Provincial Services Branch administers income supplement benefits and housing subsidies throughout the province, including the Manitoba Child Benefit, 55 PLUS, Rent Assist for eligible Manitobans with low-incomes, Tenant Specific Rent Supplement Program, School Tax Assistance for Tenants 55 Plus, Rent Assist Transition Bonus, Portable Housing Benefit and Child Care subsidy.

The Branch administers the delivery of Health Services benefits for Employment and Income Assistance (EIA) participants, children in care, and participants leaving EIA for employment. The Branch also administers the delivery of disability-related and health-related supplies and equipment, as well as diet and nutritional supplements, through the Disability and Health Supports Unit (DHSU) for individuals enrolled in the EIA, Community Living disABILITY Services (CLDS) and Children's disABILITY Services (CDS) programs.

The Branch responds to citizen inquiries for general and program information about EIA. The Branch provides assessment and authorization for the Primary Caregiver Tax Credit Program to participants of the CLDS and CDS programs.

Key Results Achieved

- Provided direct services to over 45,374 citizens across the province on matters related to child care subsidies, housing and income supplements. (The number includes 15,805 EIA participants in receipt of RentAid between April and June 2014. The RentAid benefit for EIA participants was transitioned from Provincial Services to participants' EIA budgets under the new Rent Assist program on July 1, 2014.)
- Provided funding for health services for 65,000 EIA participants and children in care.
- Processed approximately 58,175 claims for dental, optical, orthotic or chiropractic services for EIA participants and Rewarding Work Health Plan participants, and children in care.
- Created the DHSU for the purpose of receiving, assessing and procuring disability-related and health-related supports. Reviewed and assessed over 12,934 medical equipment supply, nutritional and diet requests for individuals enrolled in the EIA, CLDS and CDS programs.

09-2D Provincial Services

Expenditures by Sub-Appropriation	Actual 2014/15 $000	FTE	Estimate 2014/15 $000	Variance Over/(Under)	Exp. No.
Total Salaries and Employee Benefits	2,596	53.50	2,766	(170)	
Total Other Expenditures	532		616	(84)	
Total Expenditures	3,128		3,382	(254)	

Manitoba Developmental Centre

The Manitoba Developmental Centre provides long-term resident-centred care, supervision and developmental programs for adults with an intellectual disability. The Centre enhances the quality of life for Manitobans who reside at the Centre by focusing on resident-centred services and continuous quality improvement. The Centre provides respite care and outreach services to assist community care providers in transitioning and maintaining residents who are discharged to the community, and explores opportunities for partnerships with community agencies to benefit the residents. The Centre manages authorized fiscal resources.

Key Results Achieved

- Provided high quality, long-term resident-centred care, supervision and developmental programs to an average daily population of 198 residents from all regions of Manitoba.
- Began to review and revise processes for developing and documenting Individual Plans for residents, in response to the only recommendation for improvement made by the Council on Accreditation when it provided MDC with full accreditation for four years in 2013/14.
- Facilitated the effective transition from the Centre to community placements for six residents who wished to integrate in the community. There was one admission to the Centre.
- Provided professional support and educational in-house training. New training included resident safety (wheelchair use, resident handling, dysphagia refresher course, diet textures and closed feeding systems), evacuation exercises and Safe Work Procedures.
- Entered into affiliation agreements with Red River College and Assiniboine College to provide student practicum placements in the healthcare field. Provided a student placement for two Portage la Prairie learning institutions.
- Reviewed other health-care facilities' processes on safety, risk and communication to mitigate harm to residents. Used this information to guide the development of a wheelchair use policy, risk investigation processes, and communication processes to maintain the safety of residents transferring within MDC.
- Worked with community agencies and organizations to provide outreach services related to recreation and leisure activities, audiology and occupational therapy assessments and a lending library for adapted books.

Manitoba Developmental Centre Admissions and Separations
1996/97 to 2014/15

Fiscal Year	Opening Population	Admissions			Discharges			Deaths	Closing Population
		New	Re-Admission	Respite	Community	St. Amant	Respite Ended		
1996/97	532	4	2	0	6	4	0	10	**518**
1997/98	518	2	2	0	11	0	0	15	**496**
1998/99	496	0	0	0	6	0	0	8	**482**
1999/00	482	0	2	0	3	0	0	14	**467**
2000/01	467	3	1	0	5	1	0	11	**454**
2001/02	454	1	1	0	2	0	0	9	**445**
2002/03	445	3	1	0	12	0	0	15	**422**
2003/04	422	3	1	0	6	0	0	11	**409**
2004/05	409	2	2	0	5	2	0	11	**395**
2005/06	395	2	1	0	8	1	0	15	**374**
2006/07	374	2	1	1	10	0	1	11	**356**
2007/08	356	1	2	0	12	4	0	10	**333**
2008/09	333	0	1	0	9	1	0	10	**314**
2009/10	314	1	0	0	15	0	0	13	**287**
2010/11	287	0	0	2	5	1	2	15	**266**
2011/12	266	2	0	0	3	0	0	7	**258**
2012/13	258	1	0	0	16	0	0	17	**226**
2013/14	226	0	0	0	7	0	0	13	**206**
2014/15	206	1	0	0	6	0	0	10	**191**

09-2E Manitoba Developmental Centre

Expenditures by Sub-Appropriation	Actual 2014/15 $000	FTE	Estimate 2014/15 $000	Variance Over/(Under)	Exp. No.
Total Salaries and Employee Benefits	27,998	500.40	29,612	(1,614)	
Total Other Expenditures	2,403		2,832	(429)	1
Less: Recoverable from other appropriations	(300)		(312)	12	
Total Expenditures	30,101		32,132	(2,031)	

1. The variance is primarily due to cost savings from reduced resident volumes and implementation of additional cost saving measures.

Winnipeg Child and Family Services

The Winnipeg Child and Family Services (WCFS) Branch provides a comprehensive continuum of child protection, early intervention and family support services in Winnipeg in accordance with *The Child and Family Services Act* and *The Adoption Act*. The Branch provides protection services to children at risk of abuse or neglect as well as services to children in care including foster care, kinship care and specialized placement services. The Branch provides preservation and reunification services to families in conjunction with the community to support children remaining safely with their families. The Branch provides adoption and post-adoption services to children and families when reunification is no longer an option.

Key Results Achieved

- Provided early intervention and protection services to 3,103 families and 6,523 children throughout the year. The majority of the children received services while remaining safely at home.
- Provided services to 1,029 new family cases (758 new intake family cases, 131 new children in care cases, 78 new intake abuse cases, and 62 intake family enhancement cases).
- Provided services to families, with an average length of service of approximately 24 months.
- Continued the multi-year implementation and staff training of the General Authority (GA) Practice Model, which supports the engagement of children and families when staff are assessing child protection concerns and determining early intervention services and case plans. The active engagement improves the effectiveness of case plans, increases safety, and enhances family satisfaction with services.
- Continued to train all staff on the structured decision making safety assessment tool that helps social workers determine and document if a child may safely remain at home.
- Through the Family Support Program, provided services to children and families in 1,082 active cases at March 31, 2015.
- Provided protection and placement services to 571 children temporarily in care of the Branch and 432 children who are permanent wards.
- Provided services to 657 adoptive applicants as of March 31, 2015.
- Extended care provided to youth who are permanent wards past the age of 18 in order to stabilize the transition and improve outcomes for these young adults. Provided services to 168 young adults on extensions of care as of March 31, 2015, an increase of 20 over the year before.
- Hosted quarterly "Age of Majority" celebrations for youth transitioning to adulthood to celebrate this significant milestone with their support network.
- Hosted the annual Foster Parent Appreciation evening, which acknowledged the substantial contributions of foster parents.
- Hosted a Kids in Kare celebration, which provided a fun afternoon for foster parents and children in care.
- Continued to develop and support the continuum of placement resources, which, as of March 31, 2015, included 134 foster homes, 84 specialized treatment foster homes and 242 kinship care homes. Licensed 347 foster homes for external agencies for use by all child and family service agencies.
- Provided emergency placement resources for all child and family services through the operation of 60 emergency shelters with approximately 150 beds and 83 emergency foster homes with approximately 264 beds as at March 31, 2015. The majority of children and youth were in shelters for less than 30 days.

09-2F Winnipeg Child and Family Services

Expenditures by Sub-Appropriation	Actual 2014/15 $000	FTE	Estimate 2014/15 $000	Variance Over/(Under)	Exp. No.
Total Salaries and Employee Benefits	19,868	277.70	18,214	1,654	
Total Other Expenditures	2,142		2,400	(258)	
Total Expenditures	22,010		20,614	1,396	

Community Engagement and Corporate Services Division

The Community Engagement and Corporate Services (CECS) division develops and provides funding for programs, services and policies that support persons with disabilities, early learning and child care, and family violence prevention. The Division also administers the substitute decision making provisions of *The Vulnerable Persons Living with a Mental Disability Act* and provides centralized financial management, information systems and business support services.

The Division includes the following areas:

- Strategic Initiatives and Program Support
- Disability Programs
- Office of the Vulnerable Persons' Commissioner
- Manitoba Early Learning and Child Care
- Family Violence Prevention Program
- Finance and Administration

Strategic Initiatives and Program Support

Strategic Initiatives and Program Support provides central program and policy direction, analysis and development support to all CECS programs. It is also responsible for the coordination and preparation of divisional responses to requests made under *The Freedom of Information and Protection of Privacy Act*. The Branch develops pilot projects and strategic initiatives to improve services for program participants and helps ensure program accountability by providing financial and business support services for disability programs through the CECS Integrated Financial and Case Tracking (inFACT) information management system.

Key Results Achieved

- Provided research, program analysis, policy development and evaluation support to programs in the CECS division.
- Represented the Division on a variety of intergovernmental, interdepartmental and intersectoral working groups and committees.
- Administered a training fund on behalf of Community Living disABILITY Services that helps to build the skills and professional qualifications of service providers.
- Participated in strategic planning activities for the Division.
- Provided financial and business support services through the inFACT system, an information management system for participant and financial tracking for Community Living disABILITY Services, Children's disABILITY Services and the Provincial Special Needs Program.
- Participated in program and policy development for the Manitoba Developmental Centre.

09-3A Strategic Initiatives and Program Support

Expenditures by Sub-Appropriation	Actual 2014/15 $000	FTE	Estimate 2014/15 $000	Variance Over/(Under)	Exp. No.
Salaries and Employee Benefits	1,309	19.00	1,554	(245)	1
Other Expenditures	442		384	58	2
Total Expenditures	1,751		1,938	(187)	

1. The variance is primarily due to vacancy management.
2. The variance is primarily due to higher than budgeted IT costs.

Disability Programs

Disability Programs is responsible for program and policy development, financial management and oversight of programs and services for adults with intellectual disabilities and children with developmental and/or physical disabilities. The Branch also maintains the Adult Abuse Registry in accordance with the provisions of *The Adult Abuse Registry Act* and provides leadership and support to Community Service Delivery division staff, external agencies and other service partners. The Branch ensures that appropriate support services are delivered to meet the assessed needs of eligible participants.

Disability Programs interprets policy and legislation for government and non-government service providers, and develops and revises policies and programs in a manner that is consistent with, and responsive to, ongoing changes in other programs, the socio-economic environment and the community as a whole. The Branch also evaluates its programs and services, including the adequacy of service rates and the needs of participants.

The Branch has two program areas:

- Community Living disABILITY Services
- Children's disABILITY Services

Community Living disABILITY Services

Community Living disABILITY Services (CLDS) offers a range of services aimed at supporting adults with intellectual disabilities to live and participate in a community setting. CLDS is responsible for reviewing and developing policies associated with Residential Services, Day Services, Support Services and Residential Care Licensing.

Residential Services includes funding for a range of residential supports to assist adults with intellectual disabilities live in the community. Funding for Day Services supports the delivery of a number of day time service options including supported employment and follow-up services; services with a vocational focus; and individualized development services.

Additional supports provided to individuals may also include transportation between residential and day programs, respite, crisis intervention, and clinical services.

CLDS also establishes licensing standards to ensure the safety, health and well-being of adults with intellectual disabilities, or mental health disorders, or who require care due to cognitive impairment or frailty related to aging and who reside in community residential care facilities.

Key Results Achieved

- Managed and administered services that enabled approximately 5,857 adults with an intellectual disability to safely live and participate as full and active members of their communities.
- Inspected 218 licensed adult residential care facilities with a total of 1,355 bed spaces to ensure continued compliance with standards.
- Provided consultation, support and policy interpretation to designated licensing authorities that issued 1,134 letters of approval for homes with three beds or fewer, representing a total of 2,172 bed spaces.
- Supported service providers who delivered:
  - Residential services to approximately 4,017 adults with an intellectual disability.
  - Day services to approximately 3,504 adults with an intellectual disability.
  - Administered respite services to the primary caregivers (family) of approximately 1,285 adults with an intellectual disability.
- Advanced a number of strategic redevelopment initiatives to improve accountability and build a foundation for the long-term sustainability of the program:
  - Contracted with the Human Services Research Institute to develop a resource allocation system that uses a standardized assessment tool to inform funding decisions for adults receiving services through CLDS.
  - Reviewed agency delivered day services to assess current service models and strengthen outcomes for CLDS participants.
  - Began implementation of the Supports Intensity Scale as the standardized method of assessing individuals' support needs in order to create a service delivery system that is quality-focused, equitable, consistent and sustainable.
- The Department made progress in improving the wages paid to residential Direct Service Workers who support adults with intellectual disabilities to live in the community, with the implementation of a new $6 million Wage Enhancement Fund.
- Sponsored approximately 3,900 staff in service provider organizations to attend training and other educational events in critical areas such as Non-Violent Crisis Intervention, First Aid, principles of *The Vulnerable Persons Living with a Mental Disability Act*, protection from abuse and neglect and accredited certificate and diploma level education programs.
- Managed the Provincial Special Needs Program (PSNP), in partnership with Manitoba Health, Healthy Living and Seniors, and Manitoba Justice. The PSNP is designed to support individuals who present a serious risk to themselves or to the community, and who are not otherwise eligible for CLDS or Community Mental

Health Services. The Program provided services to 145 participants, 123 of whom received program funding and 22 who received case management support.

- Continued to implement the Life Safety Initiative and provide funding for sprinkler installation and other health and safety related equipment in residential and day program settings.

Community Living disABILITY Services
Total Active Caseload by Region
as at March 31

Region	2012/13 Active Files	2013/14 Active Files	2014/15 Active Files
Central	547	577	608
Eastman	529	497	525
Interlake	368	420	428
Northern	121	132	135
Parkland	216	220	224
Westman	593	594	584
Winnipeg	3,076	3,232	3,353
Total	**5,450**	**5,672**	**5,857**

Community Living disABILITY Services
Total Active Caseload by Age Group
as at March 31

Age Group	18-21	22-25	26-35	36-45	46-55	56-65	66+	Total
Caseload	1,089	822	1,253	879	830	646	338	**5,857**

Community Living disABILITY Services
Number of Individuals on Caseload Receiving Funded Services by Type of Service*

Funded Service Type	2012/13	2013/14	2014/15
Residential Services	3,633	3,763	4,017
Day Services	3,312	3,370	3,504
Transportation Services	2,901	2,959	3,017
Respite	1,163	1,244	1,285
Crisis Intervention	130	153	103
In the Company of Friends	64	65	66

** Individuals may receive more than one type of service.*

Age of Majority and Transitional Youth Accessing Services
as at March 31

	2012/13	2013/14	2014/15
Age of Majority Youth Accessing Residential Services[1]	46	49	50
Transitional Youth Accessing Day Services[2]	156	135	175

[1] Age of Majority Youth at least 18 years of age, accessing residential services before March 31.
[2] Transitional youth are eligible for day services on or after July 2nd in the calendar year in which they turn 21 years of age.

Residential Services
Number of Individuals on Caseload Receiving Funded Services by Residential Subservice Type*

Residential Subservice Type	2012/13	2013/14	2014/15
Agency Care Facility	2,035	2,119	2,210
Agency Managed Host Family Home	56	62	92
Private Host Family Home	490	504	606
Independent Living with Supports	956	998	1,161
Agency Supports in Family Home	463	479	580
Other Residential Supports (Specialized Supplies and Equipment)	278	238	278

** Individuals may be funded for more than one type of residential subservice during the year.*

Number of Licensed and Approved Residential Care Facilities and Beds
as at March 31

	2012/13 Facilities/Beds		2013/14 Facilities/Beds		2014/15 Facilities/Beds	
Licensed	211	1,322	216	1,341	218	1,355
Approved	1,019	1,936	1,080	2,054	1,134	2,172
Total	**1,230**	**3,258**	**1,296**	**3,395**	**1,352**	**3,527**

Annual Reports of Alleged Abuse/Neglect at Each Stage of Investigation Process
as at March 31

	2012/13[1]	2013/14[1,2]	2014/15
Reports of Alleged Abuse/Neglect	237	206	186
Allegations of Abuse/Neglect Investigated	80	59	63
Referred to Police or RCMP	23	13	16
Substantiated Departmental Cases of Abuse/Neglect	12	9	21
Persons Charged under the Criminal Code	0	1	10
Persons Charged under *The Vulnerable Persons Living with a Mental Disability Act* (VPA)	1	1	1

[1] Data for 2012/13 and 2013/14 has been adjusted from previous annual reports to reflect the number of reported incidents of alleged abuse/neglect, rather than the number of individuals involved in situations of alleged abuse/neglect, to allow consistent presentation of additional information regarding investigative stages.

[2] The Adult Abuse Registry (AAR) was introduced in 2013/14. Reports of abuse/neglect may be referred to the Adult Abuse Registry Committee by designated officers under either *The Vulnerable Persons Living with a Mental Disability Act* or *The Protection for Persons in Care Act*. The AARC reviews reports of abuse or neglect for potential referral to the Registrar. The number of individuals placed on the AAR are included in the AAR section of the Annual Report (pages 115-117).

Investigated Reports of Alleged Abuse/Neglect by Type[1]
as at March 31

	2014/15					
	TYPES OF ALLEGED ABUSE/NEGLECT INVESTIGATED[2]					
	Physical	Sexual	Emotional	Financial	Neglect[3]	Total
TOTAL	23	11	7	11	11	63

[1] Table has been adjusted to reflect the total number of abuse/neglect allegations that were investigated throughout the province rather than separated by region. The category "verbal abuse" has been removed as these numbers are captured under the emotional abuse category.
[2] Number of allegations investigated under section 22.1 of *The Vulnerable Persons Living with a Mental Disability Act*.
[3] Neglect means an act or omission whether intentional or unintentional likely to cause death or that causes, or is reasonably likely to cause, serious physical or psychological harm to a vulnerable person, or significant loss to his or her property.

Children's disABILITY Services

Children's disABILITY Services (CDS) is responsible for policy and program development to support children with disabilities, their families and caregivers. It is a non-statutory, voluntary program that provides assistance to birth, adoptive and extended families caring for children who have developmental and/or lifelong physical disabilities. Services and supports are intended to strengthen families and reduce stress so that costly out-of-home placements are prevented or delayed.

CDS provides families with a variety of supports that respond to their unique circumstances and the needs of their child. Staff use a family-centred approach to assist families with identifying and accessing the formal and informal resources they require. These supports include individualized services such as respite care, child development services, supplies, equipment, transportation and home/vehicle modifications.

In collaboration with the departments of Health, Healthy Living and Seniors, Education and Advanced Learning, and the Healthy Child Manitoba Office, CDS provides policy direction and financial support for the Children's Therapy Initiative (CTI), which includes children's occupational therapy, physiotherapy, speech and language therapy and audiology services. The CTI approach delivers children's therapies more effectively and efficiently through increased collaboration between stakeholders, and is more responsive to children's individual needs. Therapy services are delivered through the Regional Health Authorities, school divisions and service agencies.

The Outreach Therapy for Children program is part of the Department's contribution to the broader CTI, and is delivered as a joint venture by the Society for Manitobans with Disabilities, the Rehabilitation Centre for Children, and St. Amant. Therapists work with the child's parents or caregivers so that they become the primary provider of therapy services and are able to integrate the therapy into the child's and the family's daily routines.

CDS also funds early intervention autism services. St. Amant Autism Programs deliver Applied Behavioural Analysis (ABA) services, an early intensive behavioural intervention for young children diagnosed with Autism Spectrum Disorder (ASD). ABA is delivered by St. Amant in partnership with Manitoba Families for Effective Autism

Treatment. Autism Outreach is a consultative service delivered in both Winnipeg and rural Manitoba by Early Intervention Autism Specialists, in collaboration with Child Development staff. Autism Outreach provides families with a play-based, child-led and flexible model of supports for their preschool children with ASD.

Key Results Achieved

- Played a lead role in promoting the development and delivery of appropriate services for children with disabilities through collaboration and consultation with programs involved in serving children and families, including the Healthy Child Manitoba Office; the Child Protection Branch; Manitoba Early Learning and Child Care; Manitoba Education and Advanced Learning and Manitoba Health, Healthy Living and Seniors.
- Provided funding to external agencies that deliver specialized services, such as augmentative and adaptive communication devices, auditory-verbal therapy, clinical outreach and assistive technology clinics in rural settings. Funded non-government agencies include: the Society for Manitobans with Disabilities; Rehabilitation Centre for Children; St. Amant; Community Respite Services; Central Speech and Hearing Clinic; Open Access Resource Centre; and Canadian National Institute for the Blind.
- Provided funding and support for the delivery of individualized services to 5,176 children and their families in 2014/15.
- Provided ongoing funding support to regional CTIs, which resulted in an estimated 46,000 children being served across the province in 2014/15.
- Provided funding for ABA programs. In 2014/15, St. Amant Autism Programs served 230 children: 116 in the Early Learning Program; and 114 in the School-Age Learning Program through a combination of home, school and child care centre-based therapy. In addition, 39 children were provided with consultative follow-up support after completing the School Age Program.
- The Department provided new funding to St. Amant in 2014/15 to deliver the Parent Support Model. The Parent Support Model provides families with educational opportunities, assessment, goal planning and consultation so that families waiting for a more intensive intervention can begin using evidence-based strategies with their child. In 2014/15, 70 families received service from the Parent Support Model.
- Represented the Department on a variety of intergovernmental, interdepartmental and intersectoral working groups and committees.

Family Support Services
Number of Children Served by Region

Region	2012/13	2013/14	2014/15
Winnipeg	2,723	2,841	2,966
Eastman	530	519	548
Interlake	303	299	277
Central	557	516	528
Westman	483	491	489
Parkland	156	166	154
Northern	189	208	214
Total	**4,941**	**5,040**	**5,176**

ABA Programs
Number of Children Served

	2012/13	2013/14	2014/15
Early Learning Program	110	118	116
School-Age Learning Program	99	109	114

09-3B Disability Programs

Expenditures by Sub-Appropriation	Actual 2014/15 $000	FTE	Estimate 2014/15 $000	Variance Over/(Under)	Exp. No.
Salaries and Employee Benefits	1,157	18.50	1,359	(202)	
Other Expenditures	221		217	4	
Community Living disABILITY Services	335,983		333,132*	2,851	1
Children's disABILITY Services	28,582		28,087	(405)	
Total Expenditures	365,943		363,695	2,248	

** The 2014/15 Estimate reflects amounts as displayed in the Printed Main Estimates as well as allocations from an Enabling Appropriation.*

1. The variance is primarily due to additional participants in residential and day services.

Office of the Vulnerable Persons' Commissioner

The Office of the Vulnerable Persons' Commissioner (VPCO) ensures that the rights of individuals with intellectual disabilities to make decisions affecting their lives are respected and protected through the implementation of the substitute decision making provisions of *The Vulnerable Persons Living with a Mental Disability Act* (VPA). The VPCO develops and implements policies related to the substitute decision making provisions of the VPA; conducts preliminary investigations for the appointment of substitute decision makers (SDMs); makes decisions on applications and where warranted, appoints SDMs; maintains a register of SDMs; provides advice, consultation and training on the SDM provisions of the VPA; and provides information to vulnerable persons, their families and the public. The VPCO carries out its statutory duties independently and at arms-length from the Department.

Key Results Achieved

- Made decisions on:
  - 104 applications for the appointment of an SDM for a vulnerable person
  - 30 applications for the appointment of an emergency SDM for a vulnerable person
  - 64 applications requesting changes during the term of SDM appointments
- Issued 12 reasons for decision.
- Maintained a register of SDM appointments for 1,838 vulnerable persons.
- Reviewed and monitored financial reports prepared by 590 family members and friends who act as SDMs for vulnerable persons on matters related to property.
- Conducted reviews of 288 vulnerable persons whose appointment of an SDM was expiring, to determine if the appointment should be renewed.
- Continued to review, update and implement informational resources related to SDM processes.
- Provided orientation, training, or informational presentations to approximately 75 family, agency and community service workers, panel members, and other interested parties.

09-3C Office of the Vulnerable Persons' Commissioner

Expenditures by Sub-Appropriation	Actual 2014/15 $000	FTE	Estimate 2014/15 $000	Variance Over/(Under)	Exp. No.
Salaries and Employee Benefits	426	5.00	502	(76)	1
Other Expenditures	84		107	(23)	2
Total Expenditures	510		609	(99)	

1. The variance is primarily due to vacancy management.
2. The variance is primarily due to lower than anticipated operating costs.

Manitoba Early Learning and Child Care

Manitoba Early Learning and Child Care oversees the operation of child care in the province to ensure safe, accessible, affordable, high-quality early learning and child care (ELCC) that supports the positive development of children and their families. The Branch develops and administers legislation, regulations, best practices, policies, procedures and new initiatives, and makes recommendations regarding multi-year planning. It has legislative responsibility for *The Community Child Care Standards Act,* monitors compliance and provides funding, program and administrative support to more than 1,100 community-based, licensed ELCC facilities.

The Branch oversees regulation and policy for the Subsidy Program, which provides financial assistance to eligible families and provides support to facilities caring for children with additional support needs. It administers operating, capital and training grants for eligible facilities and administers capital funding for the construction or expansion of not-for-profit community-based and school-based ELCC centres. It classifies all Child Care Assistants (CCAs) and Early Childhood Educators (ECEs) working in licensed centres and provides competency-based assessment and recognition programs to enable CCAs and internationally educated individuals to obtain an ECE II classification. It also provides funding to approved ELCC training programs to support the growth of the ELCC workforce. The Branch maintains a province-wide Online Child Care Registry that helps parents locate licensed ELCC facilities and register their children on multiple waitlists at one time. The Branch also maintains the Child Care Online system which is used by parents, licensed ELCC providers, and departmental staff, and supports the operations of the ELCC system.

Key Results Achieved

- Launched *Family Choices: Manitoba's Plan to Expand Early Learning and Child Care,* which was announced on May 1, 2014.
- Established a Commission to look at options for redesigning Manitoba's ELCC system and guide future plans including movement toward a universally accessible ELCC system, which was announced on February 3, 2015.
- Stabilized and developed the ELCC system through the following targeted initiative:

Affordability

- Provided funding for the Subsidy Program to support an estimated 8,417 children in subsidized child care in every four-week period.
- Maintained regulated maximum parent fees and continued to have the lowest regulated parent fees in Canada, outside of Quebec.
- Provided increases to operating grants for non-profit child care centres, and family and group child care home providers.

- Provided enhanced funding for designated nursery school spaces, which reduced parent fees to $5 per session with full subsidies for qualifying families, and provided additional resources for higher program quality.
- Provided funding for the income-based nursery school subsidy for families, including those with a stay-at-home parent.

Accessibility and Universality

- Funded new and existing spaces in centres, for a total of 1,480 more newly funded spaces.
- Provided grants to 451 non-profit licensed child care centres and homes to support the inclusion of 1,510 children with additional support needs.
- Provided parents with convenient online access to register for licensed child care on the Online Child Care Registry (OCCR). At March 31, 2015, 10,612 placements have been made using the OCCR since its launch province-wide in June 2011.
- Continued to provide reliable funding for small ELCC centres located in rural and northern Manitoba to support their sustainability.

Quality – Workforce

- Assisted facilities in raising the wages of ECEs through the Wage Adjustment Fund.
- Introduced a 2 per cent funding increase via operating grants to ELCC facilities effective January 1, 2015, in support of wages and incomes.
- Provided funding for pension plans and retirement supports for the workforce.
- Worked with Manitoba Education and Advanced Learning to support the enrolment of students in approved ECE training programs. Provided funding for workplace training cohorts at Red River College, Assiniboine Community College and Université de Saint-Boniface.
- Partnered with Manitoba Jobs and the Economy to pilot a self-employment project for family child care.
- Provided funding for training supports including 49 conditional tuition grants (Forgivable Loan Program) and 202 staff replacement grants (Substitute Grant Program) in support of students in full-time day and workplace ECE diploma programs.
- Increased the annual training grant from $350 to $400 for family child care providers and CCAs who successfully completed an approved 40-hour course in a recognized ECE training program, and for ECE IIs seeking to upgrade their classification to the ECE III level.
- Provided funding for the Recruitment Incentive Grant to encourage trained ECEs to return to the field.
- Offered the Early Childhood Educator: Internationally Educated Qualifications (IEQ) program and competency-based training programs to enable child care assistants

with previous education to upgrade their classification to an ECE II. At March 31, 2015, 17 students completed the competency-based training program and 2 students completed the IEQ program.

- Undertook a Roundtable on ELCC Recruitment and Retention in fall 2014, to gather expert advice regarding further ELCC recruitment and retention initiatives.
- Introduced regulation amendments and new processes for background checks for the ELCC sector.

Quality – Learning Environments

- Worked with centres to improve program quality including the use of quality assessment tools for infant and preschool programs.
- Provided ongoing curriculum support to centres, and worked with new infant programs, preschool centres and nursery schools to develop their curriculum statements using the regulatory requirement for *Manitoba's ELCC Curriculum Framework* documents.
- Conducted a review of the Inclusion Support Program for children with additional support needs.
- Supported the development of child care centres in schools and on school property as a first choice location for ELCC. Capital fund priority is given to the development of these spaces to promote early childhood development and encourage strong partnerships between schools and ELCC centres. Worked in partnership with the Public Schools Finance Board (PSFB) on the planning and development of ELCC centres included as part of the construction of new schools, and under the Family Choices Building Fund – School-Based Stream.
- Increased the amount of capital funding support to 40 per cent of capital costs to a maxiumum of $600,000 for community–based, non-profit child care centre building or expansion projects, and implemented an annual application process for the Family Choices Building Fund – Community-Based Stream.
- Continued to support the capital costs of child care building or expansion projects, previously approved under the Family Choices Building Fund.
- Provided ongoing support to ensure compliance with the legislated Child Care Safety Charter, and to help new facilities develop safety plans and codes of conduct.
- Provided funding to Family Dynamics for initiatives and activities to support quality ELCC services.
- Implemented the Director Mentorship Pilot Project to enhance the leadership abilities of individual child care centre administrators.

Centres and Homes
Total Facilities and Spaces

Centres	2013/14 No. of Centres	2013/14 No. of Spaces	2014/15 No. of Centres	2014/15 No. of Spaces
Fully Funded*	614	26,313	631	27,793
Unfunded Non-Profit**	18	1,585	17	1,110
Commercial***	34	1,604	33	1,562
Total	**666**	**29,502**	**681**	**30,465**

Homes	2013/14 No. of Homes	2013/14 No. of Spaces	2014/15 No. of Homes	2014/15 No. of Spaces
Fully Funded	312	2,200	303	2,178
Unfunded	114	853	127	918
Total	**426**	**3,053**	**430**	**3,096**

* *An organization registered as a not-for-profit corporation in receipt of provincial grants.*
** *An organization registered as a not-for-profit corporation, not in receipt of provincial grants.*
*** *An organization not registered as a not-for-profit corporation, not in receipt of provincial grants.*

Fully Funded Centres and Homes
as of March 31, 2015

Region	Centres No. of Centres	Centres No. of Spaces	Homes No. of Homes	Homes No. of Spaces	Total No. of Facilities	Total No. of Spaces
Winnipeg	366	18,654	165	1,160	531	19,814
Westman	83	2,500	49	374	132	2,874
Eastman	49	2,085	20	137	69	2,222
Central	50	1,764	8	61	58	1,825
Interlake	31	1,014	42	301	73	1,315
Parkland	28	784	13	92	41	876
Northern	24	992	6	53	30	1,045
Total	**631**	**27,793**	**303**	**2,178**	**934**	**29,971**

Commercial Centres
as of March 31, 2015

Region	Total No. of Facilities	Total No. of Spaces
Winnipeg	27	1,411
Other Regions	6	151
Total	**33**	**1,562**

Licensing Orders, Suspensions, Refusals
2014/15

Facilities	Number of Licensing Orders*	Licence Suspensions/Refusals
Non-profit centres	7	0
Commercial centres	1	0
Homes		0
Total	**8**	**0**

* *A licensing order is issued under Section 18 of The Community Child Care Standards Act when serious violations of licensing regulations occur and corrective action must be ordered*

09-3D Early Learning and Child Care

Expenditures by Sub-Appropriation	Actual 2014/15 $000	FTE	Estimate 2014/15 $000	Variance Over/(Under)	Exp. No.
Salaries and Employee Benefits	2,242	32.50	2,424*	(182)	
Other Expenditures	1,074		1,409	(335)	1
Financial Assistance and Grants	145,722		148,954	(3,232)	2
Total Expenditures	149,038		152,787	(3,749)	

* *The 2014/15 Estimate reflects amounts as displayed in the Printed Main Estimates as well as allocations from an Enabling Appropriation.*

1. The variance is primarily due to lower than anticipated advertising and consulting costs.
2. The variance is primarily due to timing of capital projects and lower than anticipated child care subsidy costs.

PROGRAM INDICATORS FOR EARLY LEARNING AND CHILD CARE

	2013/14	2014/15
ACCESSIBILITY & UNIVERSALITY		
Total number of program sites:	1,092	1,111
• number of child care centres	666	681
• number of child care homes	426	430
Program capacity (spaces)	32,555	33,561
• spaces for preschool children	21,778	22,414
• spaces for school age children	10,777	11,147
• change in program capacity (spaces)	+921	+1,006
• change in program capacity (%)	+ 2.9%	+3.1%
Number of children in Manitoba 0 to 12 years[1]	188,700	184,500
• preschool children (0 to 5 years)	89,400	86,000
• school age children (6 to 12 years)	99,300	98,500
Percentage of Manitoba children for whom there was a regulated space	17.3%	18.2%
• preschool children (0 to 5 years)	24.4%	26.1%
• school age children (6 to 12 years)	10.9%	11.3%
AFFORDABILITY		
Total number of newly funded child care spaces in centres[2]	359	1,480
• spaces for preschool children	338	782
• spaces for school age children	21	698
Maximum daily child care fees (centre based)[3]		
• infant	$30.00	$30.00
• preschool	$20.80	$20.80
• school age (before school/lunch/after school)	$10.30	$10.30
Maximum daily child care fees (home based)[3]		
• infant	$22.20	$22.20
• preschool	$18.20	$18.20
• school age (before school/lunch/after school)	$10.30	$10.30
Daily non-subsidized fee per child	$ 2.00	$ 2.00
Average number of children receiving subsidized child care per 4-week period	8,614	8,417
Subsidization levels based on family net income: family examples (centre based)		
• one parent, one preschool child		
- full subsidy up to	$16,420	$16,420
- partial subsidy up to	$28,874	$28,874
• two parents, two preschool children		
- full subsidy up to	$22,504	$22,504
- partial subsidy up to	$47,412	$47,412
Annual operating grant per space (for centres)		
• infant space	$10,595	$10,985
• preschool space	$ 3,791	$ 3,983
• school age space	$ 1,479	$ 1,557
• nursery school space (6 to 10 sessions/week)	$ 480	$ 504
Unit Funding Rate (daily revenue generated through parent fees and operating grants per space)[4, 5]	$ 283	$ 289

[1] Source: Statistics Canada, Labour Force Survey. Does not include persons living on reserves and other Aboriginal settlements in the provinces, full-time members of the Canadian Armed Forces, the institutionalized population, and households in extremely remote areas with very low population density. Labour Force estimates are based on 2011 Census population counts.

[2] Maximum fees apply to all funded spaces.

[3] Maximum daily parent fees were increased effective July 1, 2012 and July 7, 2013.

[4] Unit funding rate increase to $283 was effective July 7, 2013.

[5] Unit funding rate increase to $289 was effective January 1, 2015.

	2013/14	2014/15
Parent fees as percentage of annual centre revenue[6]		
• infant space	42%	42%
• preschool space	59%	58%
• school age space	70%	69%
Annual operating grant funding levels for homes		
• infant space	$1,766	$1,766
• preschool space	$1,161	$1,262
• school age space	$ 702	$ 739
QUALITY		
Regulated ratios (centre based)		
• infant	1:4	1:4
• preschool	1:8	1:8
• nursery school	1:10	1:10
• school age	1:15	1:15
Proportion of staff required to be ECE IIs or IIIs		
• infant and preschool centres	two-thirds	two-thirds
• school age centre and nursery school	one-half	one-half
Minimum training requirement for CCAs within first year of employment	Approved 40-hour course	Approved 40-hour course
Minimum training requirement for family child care licensees within first year of operation	Approved 40-hour course	Approved 40-hour course
Centre staff by classification		
• Number of ECE IIs (diploma required for classification)	1,829	1,859
• Number of ECE IIIs (post-diploma education required for classification)	990	1,000
Enhanced Family Child Care Homes (FCC): licensee classified as ECE II or ECE III		
• number of enhanced homes	73	68
• number of enhanced home spaces	540	501
Change in wages for trained ECE IIs[7]	+4.0%	0.2%
Change in income for FCC licensees	+4.29%	0.68%
Percentage of centres that are non-profit[8]	95%	95%
Percentage of centre spaces that are non-profit	95%	95%
Number of children served under the Inclusion Support Program	1,478	1,510
Percentage of facilities participating in the Inclusion Support Program		
• Centres	60%	61%
• Homes	10%	9%

[6] Centre revenue is made up of income from an operating grant and income from parent fees or fee subsidies on behalf of eligible families.

[7] Based on salary analysis of ECE IIs in funded full-time centres.

[8] Research cited in a November 2011 report from the Childcare Resource and Research Unit suggests that non-profit child care is more likely to deliver higher quality care environments.

FAMILY CHOICES:
Manitoba's Plan to Expand Early Learning and Child Care

Progress Report to March 31, 2015

Commitment	Progress
1. Building and Expanding	✓ Funded 801 new spaces in Year 1 of Family Choices 2014. ✓ Completed the intake process for school-based capital projects under the Family Choices Building Fund. ✓ Completed the intake process for community-based capital projects under the Family Choices Building Fund.
2. Supporting the Workforce	✓ Introduced a 2 per cent funding increase via operating grants to early learning and child care facilities effective January 1, 2015, in support of ECE wages and incomes. ✓ Held a Roundtable in 2014/15 to discuss initiatives related to recruitment and retention. ✓ Funded Red River College to admit an additional 30 students to the Early Childhood Education Workplace diploma program in addition to funding cohorts at Assiniboine Community College and Université de Saint-Boniface. ✓ Funded additional staff replacement grants to support additional workplace training students. ✓ Increased the annual training grant from $350 to $400 (effective January 1, 2015) for child care assistants and home providers working toward their ECE II certification and for ECE IIs working toward their ECE III certification. ✓ Piloted one-year mentorship program for ELCC centre directors.
3. Supporting Families and the Licensed System They Depend On	✓ Maintained regulated maximum parent fees while continuing to have the second lowest regulated parent fees in Canada. ✓ Introduced improvements to the Online Child Care Registry (OCCR) (added search functions, provided more ways to organize waitlists with priority flags and provided an instant view of the facility's entire waitlist). ✓ Held orientation sessions on the OCCR for providers in various urban and rural regions. Notified facilities of changes to the OCCR and provided written instructions on how to use the new functions.

Commitment	Progress
4. Supporting Licensed Child Care in Homes	✓ Partnered with Manitoba Jobs and the Economy and Family Dynamics to offer a Self Employment Program (training and supports) to potential family child care providers as they pursue licensing. ✓ Maintained start-up grants for home providers. ✓ Acted on unlicensed care complaints and encouraged unlicensed private home providers to pursue licensing.
5. Improving Quality, Diversity and Inclusion	✓ Provided curriculum support from a centralized quality enhancement team. ✓ Provided funding to help support the development of an Indigenous model of Early Childhood Programming/Curriculum that includes critical culture and language components. ✓ Continued discussions on improving child care standards in Manitoba First Nations communities with stakeholders.
6. Exploring Future Changes	✓ Launched the Commission on Early Learning and Child Care.

Family Violence Prevention Program

The Family Violence Prevention Program (FVPP) promotes the elimination of family violence by providing program and administrative support to community-based agencies that offer a wide continuum of services across the province, and by working to change societal attitudes about issues related to family violence through public education and training.

In 2014/15, FVPP provided almost $12.5 million to 39 community-based programs (implemented by 35 agencies) that offer services to women, men and children affected by family violence. Funded agencies and programs include:

Women's Shelters

Ten Women's Shelters provide safe, emergency accommodations and supportive counselling to women and their children who have experienced family violence. Some shelters also provide men with supportive counselling and accommodation in a hotel if need. The ten shelters include:

- Eastman Crisis Centre Inc.
- Ikwe-Widdjiitiwin Inc.
- Nova House Inc. (committed $1M to Nova House to go towards a new shelter)
- Osborne House Inc.
- Parkland Crisis Centre Inc.
- Portage Family Abuse Prevention Centre Inc.
- South Central Committee on Family Violence Inc.
- The Pas Committee for Women in Crisis Inc.
- Thompson Crisis Centre Inc.
- Westman Women's Shelter - YWCA Brandon

Information/Crisis Lines

A provincial toll-free information/crisis line (1-877-977-0007) offers information and support 24-hours per day, 7 days per week, to individuals seeking assistance due to family violence.

Residential Second-Stage Programs

Four Residential Second-Stage Programs offer safe, protective, affordable interim housing and services for women leaving abusive relationships. These programs also provide individual and group counselling, parenting support and information. Children's counselling is also available. They are:

- Alpha House Project Inc.
- Bravestone Centre Inc. (formerly Women in Second Stage Housing Inc. – W.I.S.H.)
- L'Entre-temps des Franco-Manitobaines Inc.
- Samaritan House Ministries Inc.

Women's Resource Centres

Nine Women's Resource Centres provide individual counselling, information and referral, outreach and support groups to women affected by family violence as well as educational programs, volunteer training and community development activities. Children's programming for those affected by family violence is also available. They are:

- Fort Garry Women's Resource Centre Inc.
- Interlake Women's Resource Centre Inc.
- Lakeshore Women's Resource Centre Inc.
- North End Women's Centre Inc.
- Pluri-elles Manitoba Inc.
- Snow Lake Centre on Family Violence Inc.
- Swan Valley Crisis Centre Inc.
- The Western Manitoba Women's Regional Resource Centre Inc.
- Women's Safe Haven/Resource Service Inc.

Urban Support and Specialized Programs

Sixteen specialized and urban support programs offer a variety of unique services to those affected by family violence, as well as training and public education. These programs include legal assistance for women, immigrant women's counselling, couples counselling, children's supervised access programs, services to women and men who are survivors of childhood and/or adolescent sexual abuse, programs for men with abusive behaviours and for men (and their children) who are leaving abusive relationships, a program for Aboriginal youth and families, education for youth about healthy relationships, as well as clinical consultation and training. They are:

- A Woman's Place: Domestic Violence Support and Legal Service - NorWest Co-op Community Health Inc.
- Anishinabe Nini – Sandy Bay Child and Family Services (CFS)
- Brandon Access/Exchange Service
- Couples Counselling Program - YWCA of Brandon
- Couples Counselling Project - University of Manitoba
- Family Violence Counselling Program - NorWest Co-op Community Health Inc.
- Immigrant Women's Counselling Services - NorWest Co-op Community Health Inc.
- Iskotew: Aboriginal Women Healing Program – YWCA Thompson
- Men Are Part of the Solution Inc. (MAPS)
- Men's Program - The Counselling Centre
- Men's Resource Centre - The Laurel Centre
- Spirit of Peace Program - Ma Mawi Wi Chi Itata Centre Inc.
- Survivor's Hope Crisis Centre Inc. (SADI)
- The Laurel Centre Inc.
- Wahbung Abinoonjiiag Inc.
- Winnipeg Children's Access Agency Inc.

Key Results Achieved

- Provided funding and support for the delivery of individualized services to 29,729 women, men, and children in 2014/15, including:
    - Women's Resource Centres – 23,735 women and children
    - Women's Shelters – 2,955 women and children
    - Residential Second-Stage Programs – 150 women and children
    - Specialized Programs – 6,022 women, children, men, couples and families
    - Information/Crisis line calls - totalled 11,855
- Partnered in the implementation of Manitoba's Multi-Year Domestic Violence Prevention Strategy to ensure that all programs funded by the Department are aligned. New funding provided as part of the Strategy in 2014/15 includes:
    - three-year funding ($50.0 per year) to the Aboriginal Women Healing Program, Iskotew, operated by the YWCA Thompson; and
    - three-year funding ($45.0 per year) to Anishinabe Nini, operated by Sandy Bay CFS.
- As part of the Multi-Year Strategy, assessed the training needs of staff at funded agencies and began delivering training to meet these needs. In 2014/15, 92 individuals took part in seven training sessions on topics such as Risk Assessment, Indigenous Cultural Competency, and Helping Clients Affected by Trauma.
- Provided Family/Domestic Violence Training to 64 CFS workers and 18 CFS foster parents.
- Provided clinical consultation to assist FVPP agencies with complex client cases (308 consultations; 192 consultation hours in 2014/15). The consultants also provided on-site counselling-related training (27 participants attended four sessions in 2014/15). Contracts with five clinical consultants are in place.
- Continued to offer specialized Interpersonal Violence and Technology Training across the Province. In 2014/15, 60 individuals took part in four sessions.
- As an Interpersonal Violence and Technology Network partner, organized a one-day Interpersonal Violence and Technology Conference to raise awareness about victimization through the use of technology. The conference was attended by 135 professionals working in the fields of justice, law enforcement, education and community services.
- Worked with the Agency Accountability and Support Unit to revise and renew Service Purchase Agreements for FVPP-funded agencies in a timely manner. FVPP also updated the Standards Manual for a number of its funded agencies.
- Conducted ongoing monitoring to ensure funding accountability and service quality at FVPP-funded agencies through annual site visits, Agency Program Consultations and Agency Adherence Reviews.

- In partnership with Manitoba Status of Women and Manitoba Justice, provided family violence training to workplaces in the private and public sector under the *Workplace Initiative to Support Employees* (WISE) on Family Violence. More than 950 participants have received training since 2009 and 16 individuals took part in two sessions held in 2014/15.
- Participated on a variety of community, research and government committees to network, share information and develop policy and best practices in the area of family violence prevention.

Number of Residential Bednights* - Women's Shelter Services

Type of Agency	2012/13	2013/14	2014/15
Shelters	36,144	40,770	38,014**
Women's Resource Centres	2,558	2,376	2,016
Total	**38,702**	**43,146**	**40,030**

* *A bednight is a unit of measure used to indicate one night of accommodation provided by an agency to one individual. For example, one woman and one child staying for one week's accommodation equals 14 bednights.*
** *Shelters have experienced a reduction in the number of children attending shelters with their mothers.*

Number of Clients Served by Shelters

Type of Service	2012/13[1]	2013/14	2014/15
Crisis Intervention:			
Residential	1,284	1,350	1,325
Non-residential	544	342	377
Children's Counselling[2]	1,400	1,404	1,253
Follow-Up Counselling[3]	581	469	470
Total	**3,809**	**3,565**	**3,425****

** *Shelters have experienced a reduction in the number of children attending shelters with their mothers.*
1. Differs from 2012/13 annual report due to revised statistics provided by an agency.
2. Includes residential and non-residential services.
3. Includes follow-up counselling for women and children.

Number of Calls Received by Shelter Crisis/Information Lines

Agency	2012/13	2013/14	2014/15
Winnipeg Shelters*	6,887	6,683	5,801
Rural Shelters	5,788	5,553	6,054
Total	**12,675**	**12,236**	**11,855****

* *Winnipeg shelters include Osborne House and Ikwe Widdjiitiwin.*
** Shelters have experienced a reduction due to increased awareness of the available services and the use of technology in sourcing services.

Number of Clients Served by Interim Housing and Residential Second-Stage Programs

Type of Program	2012/13	2013/14	2014/15
Interim Housing*	192	154	176
Long-Term Second Stage	166	161	150
Total	**358**	**315**	**326**

** Includes women and children in Shelter Interim Housing.*

Number of Residential Bednights* for Interim Housing and Residential Second-Stage Programs

Type of Program	2012/13	2013/14	2014/15
Interim Housing**	16,771	14,935	17,895
Long-Term Second Stage	22,350	24,012	22,709
Total	**39,121**	**38,947**	**40,604**

** A bednight is a unit of measure used to indicate one night of accommodation provided by an agency to one individual. For example, one woman and one child staying for one week's accommodation equals 14 bednights.*

*** Includes women and children in Shelter Interim Housing.*

Number of Clients Served by Women's Resource Centres

	2012/13	2013/14	2014/15
Women			
Information and Referral	32,136	31,262	29,699
Counselling Clients	1,069	999	1,181
Children's Counselling	151	139	117
Total	**33,356**	**32,400**	**30,997**

Number of Individual Counselling Sessions – Women's Resource Centres

	2012/13	2013/14	2014/15
Women	5,172	5,514	5,089
Children	993*	994*	985
Total	**6,165**	**6,508**	**6,074**

**The numbers differ from previous annual reports to correct a processing error.*

Number of Clients Accessing Urban Support and Specialized Programs

	2012/13[1]	2013/14	2014/15
Urban Support	2,123	1,713	1,628
Specialized	1,515	1,361	1,261
Total	**3,638**	**3,074**	**2,889**

[1] Differs from 2012/13 annual report due to revised statistics provided by an agency.

Number of Participants in Public Education Activities

	2012/13	2013/14	2014/15
Shelters	12,093	6,555	16,634
Second Stage Programs	665	509	536
Women's Resource Centres	7,694	8,422	9,204
Urban Support and Specialized Programs	4,982	6,235	7,718
Total	**25,434**	**21,721**	**34,092**

History of Funding to External Agencies by Type of Service ($000s)

Category	2012/13	2013/14	2014/15
Shelters	$5,399	$5,459	$5,521
Fee Waiver	44	47	42
Facility Cost	800	767	750
Per Diem	950	1,041	964
Shelter Sub-Total	**7,193**	**7,314**	**7,277**
Second Stage	558	565	571
Urban Support Program	1,392	1,738	1,816
Women's Resource Centres	1,755	1,794	1,834
Lavoie Inquiry Initiatives	1,094	834	884
Community Grants	--	--	95*
Total	**$11,992**	**$12,245**	**$12,477**

* New grants to support pilot projects focused on reducing and studying domestic violence.

09-3E Family Violence Prevention

Expenditures by Sub-Appropriation	Actual 2014/15 $000	FTE	Estimate 2014/15 $000	Variance Over/(Under)	Exp. No.
Salaries and Employee Benefits	637	8.00	630	7	
Other Expenditures	200		93	107	1
External Agencies	12,477		12,932	(455)	
Total Expenditures	13,314		13,655	(341)	

1. The variance is primarily due to increased salary and operating costs.

Disabilities Issues Office

The Disabilities Issues Office (DIO) supports the Minister responsible for Persons with Disabilities in ensuring the development of disability inclusive policies and programs. The DIO's current focus is on *The Accessibility for Manitobans Act* (AMA) and accompanying accessibility standards. The DIO serves as the Secretariat to the Accessibility Advisory Council and is charged with raising public awareness about the AMA.

The DIO supports communication between the disability community and government, helps identify priority issues and contributes to policy change to enhance initiatives affecting Manitobans with disabilities. The DIO promotes positive attitudes about disability to help make Manitoba a more inclusive society.

Key Results Achieved

- Worked with the Accessibility Advisory Council to draft a *Discussion Paper on an Initial Proposed Customer Service Standard* for the AMA, April 2014.
- Helped coordinate public consultation on the proposed customer service standard online and in person. Over 150 people attended the public forum in Winnipeg, which was also webcast to include online participation, June 2014.
- Submitted report and recommendations for a customer service standard to the Minister responsible for the AMA. The Minister posted the proposal for a customer service standard for a 60 day period for public feedback on the DIO's website March 2015.
- Provided secretarial support to the Accessibility Advisory Council, which met regularly and posted summaries of their discussions on the DIO website. In January 2015, background research began on a second AMA standard in the area of employment.
- To support the implementation of the AMA, developed a *Guide for Public Sector Organizations on How to Create Your Accessibility Plan*, along with resources and templates.
- Produced promotional materials for the AMA including a plastic magnifier and tote bag and began work on a second brochure.
- Offered numerous presentations on the AMA to affected organizations around the Province.
- Offered training sessions and ongoing support to provincial Disability Access Coordinators (DACs) in 15 departments to ensure access for persons with disabilities to government information, public events and customer service.
- "Active offer" signs continue to be distributed across government inviting people with disabilities receiving in-person service to request alternate formats or modified services.
- Continued to work with Communications Services Manitoba with an aim to meet Web Content Accessibility Guidelines (WCAG2) Level AA for all government websites.

- Participated in training sessions on accessible web technology led by the Civil Service Commission and the Department of Finance to implement web accessibility across government.
- Joined community organizations in planning and hosting a series of awareness raising events during Manitoba Access Awareness Week, June 1 -7. These included a public presentation by Paralympian Denis Thiessen and a Disability Awareness Training Event at the Manitoba Federation of Non-Profit Organizations.
- Helped coordinate Disability Inclusion in Employment Awareness in October, with activities designed to encourage career development among youth with disabilities and employer awareness of the benefits of employing Manitobans with disabilities.
- Celebrated International Day of Persons with Disabilities with a public forum and tour at the Canadian Museum for Human Rights on December 3, 2014. The event focused on the implementation of the UN Convention on the Rights of Persons with Disabilities, with a presentation by Dr. Michael Prince entitled *Disability, Poverty and Enabling Citizenship*.
- Supported the integration of persons with disabilities in Manitoba's All Aboard Poverty Reduction and Social Inclusion Strategy, including consultation, planning, implementation and tracking of outcomes.
- Collaborated with All Aboard and Manitoba Bureau of Statistics to enhance Manitoba's data set on Manitobans with disabilities collected by Statistics Canada.
- Continued to assist the Community Inclusion Working Group of Manitoba government and community stakeholders to address neighborhood opposition to residential programs (staffed community homes) for persons with intellectual disabilities, as well as youth in care.
- Provided advice to provincial departments on policy issues affecting Manitobans with disabilities including: employment, housing, income, community living, education, transitioning, aging, recreation, inter-city bus transportation, city transportation, the built environment, and the disability service needs of specific population groups.
- Represented the DIO on the City of Winnipeg's Access Advisory Committee, on a cross-Canada DIO network (co-chaired) and in numerous community and stakeholder meetings.
- Responded to over 2,500 general telephone inquiries and approximately 1,000 electronic inquiries, primarily regarding access to disability related services.

09-3F Disabilities Issues Office

Expenditures by Sub-Appropriation	Actual 2014/15 $000	FTE	Estimate 2014/15 $000	Variance Over/(Under)	Exp. No.
Total Salaries	514	6.00	548	(34)	
Total Other Expenditures	142		150	(8)	
Total Expenditures	656		698	(42)	

Child and Family Services Division

The Child and Family Services (CFS) division provides central program, policy management and data analytics and evaluation for child and family services programs including Family Conciliation Services. The Division also provides policy, program and administrative direction and support for services to the four CFS Authorities and their mandated agencies. The agencies deliver and manage services to families and communities including child protection, child in care and adoption services, which are provided under the auspices of *The Child and Family Services Act*, *The Child and Family Services Authorities Act*, and *The Adoption Act*. The Division also provides funding and program and administrative direction to a continuum of community-based agencies offering services to at risk children and families.

The Division is comprised of two branches:

- Strategic Initiatives and Program Support
- Child Protection.

Strategic Initiatives and Program Support

Strategic Initiatives and Program Support (SIPS) coordinates strategic initiatives across the CFS division, and in cooperation with other key departments. The office supports the Assistant Deputy Minister by providing program and policy development and analysis. The office also coordinates long-term child and family initiatives and strategies across other divisions and departments.

SIPS helps to ensure fiscal and program accountability by assisting branches, programs and services to manage financial resources and business relationships with agencies. It also provides recommendations on legislative changes to support government initiatives and priorities. In addition, it supports the continuous improvement of divisional programs and services by conducting, participating in or reviewing program evaluations, and quality assurance reviews, and by providing advice to CFS branches, programs and services, and funded organizations on how to incorporate best practice approaches into service delivery.

Key Results Achieved

Consistent with the Aboriginal Justice Inquiry-Child Welfare Initiative (AJI-CWI) and in cooperation with the CFS Authorities, SIPS:

- Co-managed and assisted in the review and response to issues such as funding models, roles and responsibilities, information system development, group care resources and legislation.
- Worked with the Child Protection Branch and the CFS Authorities on matters such as Differential Response/Family Enhancement, complex needs children and youth, protocols, evaluation, quality assurance, governance, information technology, accountability and financial management.

- Conducted and coordinated program development, research and program evaluation in collaboration with the Child Protection Branch, the CFS Authorities and mandated and community-based agencies.
- Reviewed three Section IV reviews, conducted an operational review and a service audit of two community agencies and provided project management support to the quality assurance review of a CFS Authority.
- Coordinated and managed the development of responses to the recommendations of external reviewers including the Manitoba Ombudsman; Children's Advocate; Office of the Auditor General; *The Legacy of Phoenix Sinclair, Achieving the Best for All Our Children* (The Hon. T. Hughes, Commissioner) Report; and *Options for Action: An Implementation Report for The Legacy of Phoenix Sinclair: Achieving the Best for All Our Children*.
- Supported and assisted in integrating *Changes for Children* initiatives into the ongoing CFS system.
- Worked with Aboriginal Affairs and Northern Development Canada (AANDC) and First Nations CFS Authorities on the implementation of an on-reserve prevention framework consistent with Manitoba's Differential Response/Family Enhancement approach. In addition, as part of Manitoba's agreement with AANDC regarding the funding of First Nations CFS agencies in Manitoba, the office assisted CFS Authorities and agencies to complete or renew five-year strategic plans.
- In collaboration with the Administration and Finance division, SIPS supported the administration of funding and contribution agreements with the CFS Authorities; worked to automate and streamline the child maintenance billing system; worked with the Agency Accountability and Support Unit to strengthen financial and program accountability requirements and processes; and provided support to branches, programs, CFS Authorities and agencies to meet financial management and accountability obligations.
- Assisted CFS agencies to obtain the equipment, training and support necessary to fulfill their obligation to use the Child and Family Services Information System (CFSIS) and intake module.
- Provided operational oversight of CFSIS and technology issues in cooperation with the Department of Jobs and the Economy; implemented technical and "ease of use" performance enhancements; and monitored compliance with requirements to use the information management system.
- Collaborated with the Child Protection Branch in the review, development and implementation of a province-wide standardized rate setting structure for child maintenance special rates for foster children; supported the redevelopment of Emergency Placement Resources; conducted a review of high cost placements and approaches to serving child and youth with complex needs.
- Coordinated and participated in the development of policy and legislative initiatives including, among others, *The Social Work Professions Act*.

- Continued to represent the Department on interdepartmental committees developing new child and family service strategies and initiatives such as Healthy Child Manitoba Strategy; All Aboard Poverty Reduction and Social Inclusion Strategy; the Block by Block (21 Block) Initiative (a collaborative multi-system effort to remove systemic barriers to working together and help improve the lives of children and families in a north end Winnipeg neighbourhood); the Youth Suicide Prevention Strategy; children and youth with complex needs; Jordan's Principle; "wrap around" service models and protocol; and improving educational outcomes for children in care.
- Provided information management technical and statistical analysis support to the Hotel Reduction Team; the CORE / CFSIS Training Team; and the Residential Care Licensing Branch.
- Responded to approximately 4,600 calls to the Child and Family Services Help Desk and approximately 2,700 requests for custom data analyses from agencies, CFS Authorities and the Department of Family Services.
- Supported the project to phase out hotel usage as an emergency placement option for children and youth in care.
- Tuition waiver program - starting in 2012 tuition waivers began to be offered by Manitoba post-secondary institutions, in cooperation with the four CFS Authorities, to eligible young adults who were formerly in care as permanent wards and are receiving support beyond the termination of guardianship from a Child and Family Services agency.
- Worked on a refinement to funding that would increase the family enhancement allowance in the funding model by 60 per cent.
- Worked with Healthy Child Manitoba and others to develop a pilot project (requested by the Healthy Child Committee of Cabinet) that would expand the COACH program to include 11 to 15 year-old children/youth with complex needs who are involved with the child welfare system.
- Initiated work on the exploration of options to empower First Nations and Métis to keep their children at home in their communities and help to safely reduce the number of children in care.

09-4A Strategic Initiatives and Program Support

Expenditures by Sub-Appropriation	Actual 2014/15 $000	FTE	Estimate 2014/15 $000	Variance Over/(Under)	Exp. No.
Total Salaries and Employee Benefits	2,543	34.00	2,486	57	
Other Expenditures	162		179	(17)	
Aboriginal Justice Inquiry-Child Welfare Initiative (AJI-CWI)	3		484	(481)	1
Total Expenditures	2,708		3,149	(441)	

1. The variance is primarily due to a delay in initiating projects related to governance.

Family Conciliation Services

Family Conciliation Services serves as the social services arm of the Court of Queen's Bench (Family Division) and the Provincial Court. It offers a continuum of dispute resolution services, information and support to families disrupted by separation, divorce or death of a parent where the ongoing parenting of children is of primary concern. Family Conciliation Services (FCS) is provincial in scope and oversees dispute resolution services, programs and training across the province.

The funding and delivery of services by FCS is provided by the Community Service Delivery division, while policy and program support for FCS, including advice in relation to best practices, quality assurance reviews and program evaluation is provided by Strategic Initiatives and Program Support (SIPS) within the CFS division.

The services and supports provided by FCS include:

- **Information/Referral.** Family relations counsellors provide this professional service, as it is often the point of first entry (Intake) for clients seeking mediation service to resolve child custody, access and guardianship issues.
- **Conciliation Counselling.** This short-term, solution-focused counselling concentrates on parents' and children's adjustment to family reorganization after separation.
- **Mediation.** This structured, short-term, voluntary and confidential intervention assists separating parents or legal guardians to develop a parenting or access plan; support a continuing relationship among children, parents and extended family; and protect children from parental conflict. Parents may also choose to mediate financial issues, such as child support, spousal support and division of marital property as part of Comprehensive Co-mediation. Comprehensive Co-mediation is offered through the regional office in Winnipeg and is accessible via long-distance teleconferencing.
- **Court-Ordered Assessments.** This mandatory service is performed at the request of the courts to provide comprehensive family evaluations, professional opinions and recommendations that reflect the best interests of children involved in custody, access and guardianship disputes before the courts.
- **Brief Consultation.** This short consultative service for families and children focuses on the input of children ages 11 to 17 in custody and/or access matters that affect them.
- ***For the Sake of the Children.*** This parent information program helps parents to focus on their children's needs following separation and divorce. The program is a prerequisite for mediation and is mandatory for all parties contesting custody, access or guardianship of children through the court, including grandparents, other extended family members, and significant others.
- ***Caught in the Middle.*** This six week therapeutic group for children ages 8 to 12 addresses post-separation issues.
- ***Just for Teens.*** This is an information and peer support group for children ages 12 to 17 whose parents have separated.

- **Teen Workshop.** This community-based session is offered in the Westman Region for teens struggling with issues related to parental separation.
- **Grandparent Advisor Service.** A full-time family relations counsellor provides direct service to grandparents who are seeking access to their grandchildren, and facilitates a monthly support group to assist them throughout this process.
- **The First Choice Service.** This service provides a confidential, gender-balanced and neutral evaluation for families requiring a court-ordered assessment to help parents resolve their parenting plan issues more quickly.

Key Results Achieved

FCS provided a total of 9,407 units of service consisting of case-based services and participants in information/consultative services (Grand Relations and Intake) and peer group support and educational programs (an average of 784 units per month) in 2014/15.

FCS's dispute resolution caseload consisted of 1,067 new and carried-over cases (from 2013/14) closing 670 of the cases prior to year end and carrying forward 397 active cases into the 2015/16 fiscal year. See the caseload summary chart at the end of this section.

- Informed and contributed to the design and development of a new initiative, Child Protection Mediation, to be implemented and co-managed in 2015/16 with the Child Protection Branch and in partnership with the Métis Child and Family Services Authority.
- Collaborated in the development of a three-year pilot project, the Simplified Family Justice Service Triage Centre, which was initiated by Manitoba Justice, funded by Justice Canada and meant to enhance access to justice for families disrupted by parental separation, divorce or death.
- Consulted on an ongoing strategy headed by the National Action Committee on Access to Civil and Family Justice, which was convened in 2008 at the invitation of the Right Honourable Beverley McLaughlin, Chief Justice of Canada. The Committee is representative of civil and family justice system sectors, as well as the public.
- Participated in Justice Canada's national four-year review of parent education programs and mediation services to test their efficacy in resolving custody, access and guardianship disputes for families disrupted by parental separation, divorce or death.
- Coordinated FCS service delivery and policy program development province-wide.
- Enhanced communication between the Child and Family Services and Community Service Delivery divisions via the Family Conciliation Common Table.
- Continued work on a research project to identify and better measure outcomes associated with the delivery of the Court-ordered Assessment service.
- Expanded teaching and mentoring opportunities for social work students.
- Increased knowledge and skill capacity of in-house staff on vicarious trauma compassion fatigue, child-inclusive practice and the new/emerging theories about parental alienation.

- Posted a new Legal Considerations video on Manitoba Family Services website and the government YouTube channel.
- Participated in Manitoba's Multi-year Domestic Violence Prevention Strategy.

Family Conciliation Services Mediation Referral Sources

	Winnipeg			Westman Region			Parkland Region			Northern Region (Thompson)			Northern Region (Norman)*		
Referral Source	**2012/13**	**2013/14**	**2014/15**	**2012/13**	**2013/14**	**2014/15**	**2012/13**	**2013/14****	**2014/15**	**2012/13**	**2013/14**	**2014/15**	**2012/13**	**2013/14**	**2014/15**
Court	17%	23%	24%	9%	2%	11%	-%	-%	-%	4%	4%	11%	14%	-%	17%
Lawyer	3%	2%	2%	15%	29%	6%	-%	-%	-%	17%	8%	6%	57%	-%	33%
Self	73%	68%	67%	70%	69%	80%	100%	-%	100%	79%	88%	83%	29%	80%	50%
Other	7%	7%	7%	6%	-%	3%	-%	-%	-%	-%	-%	-%	-%	20%	-%
Total	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	-%	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**

* *The Thompson and Norman (Flin Flon and The Pas) Regions, were consolidated and renamed the Northern Region in 2013/14, however, the referral chart above still reflects referral statistics for each urban centre in the Northern Region separately, whereas the service profile below reflects data collection in the Northern Region as a whole, for the first time in 2014/15.*

** *Mediation in the Parkland Region was referred to and handled by the Brandon office (Westman Region) in 2013/14.*

Family Conciliation Service Profile†

	2012/13						2013/14						2014/15				
Type of Service	Winnipeg***	Westman	Parkland	Thompson	Norman	Total	Winnipeg***	Westman	Parkland	Thompson	Norman	Total	Winnipeg***	Westman	Parkland	Northern*	Total
Information and Referral/Intake**	2,343	530	45	240	-	3,158	2,000	572	48	288	-	2,908	1,815	650	71	321	2,857
Conciliation Counselling Service	5	-	1	-	-	6	1	-	-	7	-	8	1	0	2	4	7
Mediation Service**	286	47	3	29	7	372[1]	259	42	****	24	5	330[2]	232	35	5	24	296[3]
Court-Ordered Assessment Service (COARS)	129	25	10	7	4	175	140	54	5	10	1	210	124	36	8	12	180
Brief Consultation Service	115	1	-	1	-	117	91	1	-	1	-	93	93	0	0	0	93
Children's Group	13	-	-	-	-	13	10	-	-	-	-	10	24	0	0	0	24
Grand Relations - Service	17	-	-	-	-	17	15	-	-	-	-	15	19	0	0	0	19
Grand Relations - Information and Consultation	302	-	-	-	-	302	301	-	-	-	-	301	240	0	0	0	240
First Choice Service*****	97	6	-	-	-	103	100	3	-	-	-	103	74	1	0	0	75
Parent Education Program	5,778	347	181	57	22	6,385	5,114	552	130	36	34	5,866	4,975	412	157	72	5,616
TOTAL	9,085	956	240	334	33	10,648	8,031	1,224	183	366	40	9,844	7,597	1,134	243	433	9,407

† "Units of Service" are case-based services, participants in education/information/support group programs and/or contacts. The service profile captures only closed cases. *Annual caseloads per region are reflected in the chart following.*

* *The Thompson and Norman (Flin Flon and The Pas) Regions, were consolidated and renamed the Northern Region in 2013/14.*

** *Initial and subsequent Intake calls are tracked individually as a unit of service.*

*** *Services in the Eastman, Interlake, and part of the Central Regions are provided by the Winnipeg Region. The Westman Region provides the balance of services to the Central Region.*

**** *Mediation in the Parkland Region was referred to and handled by the Brandon office (Westman Region).*

***** *The number of cases for the First Choice Service is dependent on court referrals.*

1 108 of the total number of mediations were comprehensive co-mediations.

2 100 of the total number of mediations were comprehensive co-mediations.

3 83 of the total number of mediations were comprehensive co-mediations.

Family Conciliation Caseload Summary by Region

REGION	SERVICES	Cases Carried over from 2013/14	New Cases in 2014/15	Total Active Caseload 2014/15*	Cases Closed in 2014/15	Carried over Cases into 2015/16
WINNIPEG	Conciliation Counselling	1	0	1	1	0
	Mediation	84	142	226	149	77
	Court-Ordered Assessment (COARS)	91	127	218	124	94
	Co-Mediation	65	61	126	83	43
	Brief Consultation	23	111	134	93	41
	Grand Relations	5	19	24	19	5
	First Choice	39	61	100	74	26
Total		**308**	**521**	**829**	**543**	**286**
WESTMAN (Brandon)	Conciliation Counselling	0	0	0	0	0
	Mediation	24	53	77	33	44
	Court-Ordered Assessment (COARS)	26	42	68	36	32
	Co-Mediation	1	1	2	2	0
	Brief Consultation	0	2	2	0	2
	First Choice	0	1	1	1	0
Total		**51**	**99**	**150**	**72**	**78**
NORTHERN**	Conciliation Counselling	0	4	4	4	0
	Mediation	9	24	33	22	11
	Co-Mediation	3	1	4	2	2
	Brief Consultation	0	0	0	0	0
	Court-Ordered Assessment (COARS)	9	14	23	12	11
Total		**21**	**43**	**64**	**40**	**24**
PARKLAND (Dauphin)	Conciliation Counselling	0	2	2	2	0
	Mediation	4	5	9	5	4
	Court-Ordered Assessment (COARS)	8	5	13	8	5
Total		**12**	**12**	**24**	**15**	**9**
GRAND TOTAL		**392**	**675**	**1,067**	**670**	**397**

* *The number of people, including children, assisted directly or indirectly by dispute resolution is not calculated, only the unit of service.*

** *The Thompson and Norman (Flin Flon and The Pas) Regions, were consolidated and renamed the Northern Region in 2013/14.*

Child Protection Branch

The Child Protection Branch, in accordance with provincial legislation, plans, develops, oversees and funds a comprehensive continuum of child and family services throughout Manitoba that contributes to the healthy social development of children, families and communities, and in particular, those at risk. This includes providing funding and oversight of the four Child and Family Services Authorities (the Authorities), private non-mandated service organizations, as well as the development of programs and services such as early intervention and prevention services designed to support, supplement and, where necessary, substitute for parental care. In 2014/15, the agencies of the four Child and Family Services Authorities providing protective services to 7,565 children and expectant parent supports to 225 unmarried adolescent mothers.

The Child Protection Branch provides the overall framework, funding and support to allow the Authorities, with their agencies, to create and deliver a range of early intervention and prevention services to support the varied needs of Manitoba families. These varied early intervention and prevention approaches provide supports to families who are able to continue to care for their children, or help reunite parents with their children who have been taken into care and has helped 17,728 children remain in their family home or be reunited with their families and be safe at home in 2014/15. This is an increase from 2007/08 when 12,679 children were provided services and were safe at home.

The Child Protection Branch's programs and central services include: Adoption and Post-Adoption Services; Paternity, Adult Abuse (in collaboration with Community Engagement and Corporate Services) and Child Abuse Registries; Provincial Investigations and Risk Assessment; Residential Child Care Facilities Licensing; Intake and Inquiry Concerns; and Interprovincial Queries. The Child Protection Branch provides support to the Authorities through the Provincial Placement Desk. The Branch also provides Core Competency-Based and Information System Training; oversees Quality Assurance activities; and provides issues management support. In addition, the Child Protection Branch coordinates the implementation of Tracia's Trust: Manitoba's Sexual Exploitation Strategy.

Key Results Achieved

Adoption and Post-Adoption Services

- Licensed and monitored three adoption agencies to ensure compliance with *The Adoption Act* and corresponding regulations, standards and policies. Conducted regular quality assurance reviews on the agencies as part of the licensing body responsibilities.
- Administered the Financial Assistance to Permanent Wards Subsidy Program, to provide supports to approximately 1,000 adoptive families and nearly 2,000 children for the adoption of Permanent Wards in Manitoba.
- Conducted an interjurisdictional analysis of adoption and vital statistics legislation for the proposed amendments to *The Adoption Act* and *The Vital Statistics Act*, which are intended to establish an open system with respect to birth and adoption records.
- As part of the legislation drafting process, consulted with the Authorities, Manitoba Children's Advocate, Manitoba Ombudsman, the Department's Crown Counsel, Aboriginal Issues Committee of Cabinet, the Aboriginal and Northern Affairs

Aboriginal Consultation Unit, and external organizations that have expressed interest and support for proposed changes to *The Adoption Act*.

- Developed and implemented a public awareness campaign to inform the public that the Manitoba government was opening birth records related to adoption. The campaign included print media, radio, social media and service provider networks to reach affected parties.
- Developed the new Birth and Adoption Records Regulation with Legislative Counsel and the Family Law Branch prior to proclamation of the legislative amendments.

Child Abuse Registry

- Developed an e-form Child Abuse Registry/Adult Abuse Registry application process to address increasing volume and facilitate improved access to services for all Manitobans regardless of where they reside.

Child and Family Services Standards Manual

- Six child and family services standards sections were created or revised and made available in English and French in the online CFS Standards Manual. These standards sections reflect expected Child and Family Services Application Use (1.1.1 Intake), disclosing information on websites (1.1.3 Planning), added time lines for supervisors to complete transfer summaries (1.1.6 Service Completion), language used in the field and current Manitoba legislation (1.3.5 Child Sexual Exploitation), and help to ensure transparency when hiring staff delivering services under the CFS system (1.8.1 Work Force Qualifications, 1.8.2 Human Resource Practices).

Foster Care and Specialized Resources

- Continued to work with the Authorities to address the increasing child maintenance costs while ensuring fairness and equity of foster care payments, and to adopt the use of common assessment tools that have the capacity to assess the needs of children and skills of foster parents throughout the province.
- Maintained and facilitated support services for foster parents (i.e. Foster Parent Intentional Damage Compensation Plan and Legal Aid Assistance Program). Also partnered with the Manitoba Foster Family Network to deliver training for foster parents, including piloting the Mentorship Program for foster parents. In collaboration with the Authorities, maintained and distributed resources for the foster care system (i.e. Foster Family Manual).
- Developed and distributed a pamphlet for foster parents appealing the removal of a foster child from their home.
- Developed funding models for use by CFS agencies to develop emergency foster home bed spaces to reduce reliance on the Winnipeg Emergency Placement Resource System.
- The Provincial Placement Desk managed the placements for children in residential and specialized resources in Manitoba, which included 232 residential child care facility beds and 234 specialized foster care beds.
- Supported the inclusion of Permanent Wards and the extension of the Manitoba Youth Transitional Employment Assistance Mentorship (MYTEAM) pilot project end

date using surplus funds. This has enabled MYTEAM to offer the opportunity for more participants in Winnipeg and Thompson.

- As of March 31, 2015 the province had a total of 1,773 specialized treatment beds which is a combination of residential care and special foster homes.

Funding and Accountability

- Provided funding and other supports to 32 community-based agencies that provide a broad range of early intervention and prevention programs, placement resources for children and youth in care, and other services to at risk children, families and communities. Developed standards and guidelines to assist with the monitoring of the service delivery and performance of those services to ensure they continue to meet the needs of the community.
- Managed the Exceptional Circumstances Fund, which covered the costs for 237 children in care assessed within the Level V range and the cost of approximately 330 select, one-time items for any child in care regardless of level.
- Provided rate reviews and approvals for CFS agencies through the Individual Rate Adjustment Protocol when increasing special rates for children in care.
- Completed funding reviews of numerous child/youth placement resources to ensure equity across programs.

Interjurisdictional Partnerships

- Represented Manitoba on the Provincial/Territorial Directors of Child Welfare Committee and its three subcommittees: Federal/Provincial/Territorial Adoption Coordinators Subcommittee, Provincial/Territorial Subcommittee on Child Abuse and Provincial/Territorial Subcommittee on Placement Resources. Exchanged knowledge with provincial/territorial counterparts on child protection and child welfare programs, services, policies, legislation and practices, achieving the Committee's mandate to promote the safety and welfare of Canadian children and families through the facilitation of interjurisdictional cooperation.
- Collaborated with the federal government and provincial/territorial counterparts in the area of international adoption and as the Central Authority for Manitoba under *The Hague Convention on Protection of Children and Co-operation in Respect of Intercountry Adoption*.

Legislative Amendment

- In collaboration with Legislative Counsel, Civil Legal Services, the Authorities and counterparts, drafted Bill 68 - *The Child and Family Services Amendment Act (Critical Incident Reporting)*, which received Royal Assent on June 12, 2014. The Bill requires employees and others who work for, or provide services to CFS Authorities or agencies to report critical incidents that have resulted in the death or serious injury of a child.

Provincial Investigations and Risk Assessment

- Under Section 18.6 of *The Child and Family Services Act*, allegations of abuse relative to anyone who works for or provides services to an agency or child care

facility are investigated by the Provincial Investigations Unit. In 2014/15, the Provincial Investigations Unit:

- completed 80 child abuse investigations;
- completed 300 consultations (consult files) on child abuse matters that included review and follow up on incident reports, triage and review of referrals, sharing of expert knowledge or provision of support to CFS agencies and law enforcement relative to complex child abuse matters;
- conducted a review of 70 foster home abuse investigations and continue to work with the Authorities on submitting and tracking these investigations/reports; and
- provided over 30 varied training opportunities across the province to CFS agency staff, licensed residential child care facilities, law enforcement, the public, and other stakeholders, professionals or organizations who request training or information on child welfare.

- The Child Abuse Committee Specialist worked with the Authorities and the 23 Child Abuse Committees across the province. An environmental scan was completed and the data was shared with each Authority and is being used to develop a standardized Child Abuse Committee Training curriculum, which will then be implemented at the field level. The Child Abuse Committee Specialist continued to work on a recommendation from the Office of the Children's Advocate.
- In June 2014, the 7th Annual Child Abuse Coordinator Conference was hosted by the Child Protection Branch, the Authorities and the Joint Training Team, as part of ongoing learning to support the functioning of the Child Abuse Committees. The conference promoted the sharing of information, ideas and collaborative multi-disciplinary approaches. The presentation topics included: child abuse injuries, domestic violence and child abuse, general overview of the Manitoba Integrated High Risk Offender Unit, child death investigations and child abuse committees, and discussions around conflict of interest. Approximately 120 participants attended and the feedback received was positive.
- In partnership with Community and Youth Corrections (CYC), the Child Protection Branch (in consultation with the Authorities) developed a Joint Protocol for Working with Mutual Clients between Community and Youth Corrections and CFS Staff in June 2014. The Protocol lays out the procedures for CYC and CFS staff when a young person is involved with both systems and to support the principle of public safety and the best interest of children. Three training sessions were held on the Protocol in late 2014; two in Winnipeg and one in Brandon. Subsequent training sessions have been held with Manitoba Justice.

Provincial Training

- Delivered Child and Family Services Application training to 925 participants to meet the needs of the Authorities and agencies. This training and support was provided in various locations in the province including at the Child Protection Branch.
- Coordinated and delivered, in collaboration with the Manitoba Association of Residential Treatment Resources (MARTR), core competency-based training (1,407 participants) and specialized training (6,292 participants) that included caseworkers, supervisors, child and youth care workers and foster parents. Work continued on the

re-development of the Caseworker Core and the Supervisor Core curriculums to ensure that CFS workers and supervisors receive training that is current, relevant and responsive to gaps in training that have been identified in recommendations from the Manitoba Ombudsman and Office of the Children's Advocate reviews.

Quality Assurance

- The Child Protection Branch completed the review of two residential child care facilities and commenced the review of two more. The Child Protection Branch also completed a Section IV Review of foster homes and places of safety.
- The Child Protection Branch worked with internal and external partners to implement the remaining 12 of the 29 recommendations from the Office of the Children's Advocate's Special Investigation Reports outstanding as of December 31, 2014.
- The Branch also continued to work with the Authorities to address concerns reported to the Division regarding services provided by CFS agencies to ensure that children and families are receiving appropriate supports in accordance with provincial CFS standards and legislation.

Residential Child Care Facility Licensing

- Reviewed and assessed the existing 154 licensed residential child care facilities to ensure they were in compliance with the Child Care Facilities (Other than Foster Homes) Licensing Regulation and corresponding Child Care Facilities Licensing Manual.
- Conducted annual reviews (renewals and reapplications) and follow-ups on each of the residential child care facilities, as well as assessed new applications for licenses under the Regulation.

Tracia's Trust: Manitoba's Sexual Exploitation Strategy (the Strategy)

- Recognized the 2nd Manitoba Human Trafficking Awareness Day on March 12, 2015, and the 7th annual Stop Child Sexual Exploitation Awareness Week in March 2015.
- Provided training and awareness on sexual exploitation and human trafficking which included stakeholder awareness presentations across the province and delivered two Child and Family Services Standards training sessions on *Missing/Absent and Sexual Exploitation* for front-line CFS workers in rural Manitoba. Delivered five specialized training sessions on "Understanding and Working with Children and Youth Who Have Been Sexually Exploited" as part of the Provincial Competency Based Training curriculum through New Directions for Children, Youth, Adults and Families to front-line staff and care providers who work with exploited or at risk children and youth.
- Completed phase one of *Our Circle to Protect Sacred Lives*, Manitobans responding to the Human Trafficking of Women and Girls project. The project was led by the Assembly of Manitoba Chiefs (AMC), which included the delivery of training sessions to 32 First Nations communities held in Thompson, Red Sucker Lake, St. Theresa's Point, Brandon and Dauphin. Each community was linked to a local sexual exploitation regional team to build on community plans and address sexual exploitation and trafficking of First Nations women and girls.

- Supported expansion of the Ndinawe Youth Resource Centre to 24 hours on weekends, school in-service days and summer breaks as a pilot project; the expanded hours started in December 2014.
- In October 2014, the CFS division funded a new six-bed High Risk Victims Crisis Stabilization Unit - the Strong Heart CSU, which is operated by Project Neecheewam Inc.
- Participated on the Manitoba Code of Conduct Advisory Committee, which was formed in October 2014 to advise on the development of a Code of Conduct for Manitoba businesses against the sexual exploitation of children. Members of the committee include: Manitoba Tourism and Trade, Manitoba Liquor and Lotteries, Manitoba Hydro, Manitoba Gaming Authority, the Manitoba Hotel Association, a Canadian expert of codes and a trafficking survivor.
- Provided funding and oversight to the StreetReach project, which provided support to 1,675 encounters with children and youth who were exploited or at risk of exploitation. Of those encounters, 224 different children were returned to safety 504 times [of these 224 children, 107 were sexually exploited and 117 were at risk of becoming exploited], 1,112 were relationship building contacts between the outreach workers and youth, in 59 instances the youth were arrested by police. StreetReach completed 2,856 address checks while searching for missing children.
- StreetReach Winnipeg provides services across Manitoba, and completed two rural projects (4 to 5 days in length) that resulted in two arrests under the *Child Sexual Exploitation and Human Trafficking Act* and two arrests under Criminal Code offences (sexual interference and child pornography).
- Provided funding to the Snowflake Place for Children and Youth (formerly known as the Winnipeg Children's Advocacy Centre), which has operated since January 2013 as an incorporated non-profit organization. The Snowflake Place for Children and Youth is operated as a resource for stakeholder partners, including the All Nations Coordinated Response Network, Winnipeg Regional Health Authority, Manitoba Justice (Victim Services) and police services (Winnipeg and the RCMP). It is designed to better serve the needs of children and their families through a coordinated, multi-systems approach to child abuse investigations where prosecution is likely.

09-4B Child Protection

Expenditures by Sub-Appropriation	Actual 2014/15 $000	FTE	Estimate 2014/15 $000	Variance Over/(Under)	Exp. No.
Total Salaries and Employee Benefits	5,349	72.00	5,338*	11	
Other Expenditures	2,156		1,983	173	
Authorities and Maintenance of Children	451,298	20.50	434,771*	16,527	1
Total Expenditures	458,803		442,092	16,711	

* *The 2014/15 Estimate reflects amounts as displayed in the printed Main Estimates as well as an allocation from an Enabling Appropriation.*

1. The variance is primarily attributed to an increase in the number of children in care and increased costs for Child Maintenance.

Central Services	2013/14	2014/15
Licensed Facilities	150	154
Licensed Beds	766	759
Training		
Provincial Competency-Based Training[1]	1,935	1,349
Joint Training Team – Specialized Training	6,173	6,292
Child and Family Services Application (CFSA)	971	925
Registries		
Adoption		
Division 1 – Adoption of Permanent Wards[2]	44	46
Division 2 – Private Adoptions[3]	17	17
Division 3 – Intercountry Adoptions[4]	25	19
Division 4 – De Facto Adoptions[5]	3	12
Division 5 – Extended Family Adoptions[6]	5	2
Division 6 – Spousal Adoptions[7]	31	27
Post-Adoption[8]		
Post-Adoption Registrations	144	129
Post-Adoption Reunions	54	34
Child Abuse		
Child Abuse Registrations (CAR)[9]	337	158
Employers/Others Using Registry[10]	1,083	1,121
Child Abuse Registry Checks	75,211	77,213
Child Abuse Investigations[11]	2,978	3,004
Criminal Risk Assessments (CRA)[12]	12,734	12,992
Others		
Repatriations	3	3
Interprovincial Alerts	650	698
Intake & Inquiry Concerns and Interprovincial Queries	2,495	2,513

1 The trainers continue to deliver both classroom instruction and one-to-one supports training at the Branch as well as in the community. Reduction in the number of participants trained due to changes in the recruitment and hiring of trainers.

2 Child placed by director or agency with permanent guardianship.

3 Child placed by biological parent.

4 Child from another country adopted by an approved applicant in Manitoba. There has been a decrease in the number due to a steady decline in the number of children available for Intercountry adoption. In addition, other countries have placed a moratorium on intercountry adoption so that they can bring their practices into line with the Hague Convention and eradicate child trafficking.

5 Child adopted by person who has cared for him/her without financial assistance for at least two years.

6 Child adopted by family member who has cared for him/her for at least six months.

7 Adoption by spouse or common-law partner of child's parent.

8 Decrease in number of registrations and reunions are due to the preparation for open birth records.

9 Due to computerized notification enhancements by the Department of Justice to the Child Abuse Registry, work processes were altered to reflect a screening need; therefore, more registrations are "in process" and not reflected in current statistics.

10 The number of organizations using the registry services increased again in 2014/15 as many organizations are now required by legislation to have CAR checks completed. Additionally, changes in insurance policy requirements have resulted in more organizations now requiring CAR checks.

11 This number includes investigations completed by the Provincial Investigation Unit at the Child Protection Branch and by the child and family services agencies.

12 Agencies use CRAs as one of many tools to assess risk; therefore, some agencies will utilize the tool more or less frequently. Numbers will vary according to, and may be dependent on, the agencies' understanding and knowledge of the tool. This includes 2,635 that were conducted on behalf of Manitoba Early Learning and Child Care.

Number of Children In Care by Placement Type
As at March 31, 2015

	Placements for Children in Care and Voluntary Placement Agreements					
Service Providers	**Foster Homes[1]**	**Residential Care[2]**	**Other Placement Resources[3]**	**Adoption Probation[4]**	**Other Non-Pay Care Living Arrangements[5]**	**Total[6]**
FIRST NATION NORTH AUTHORITY						
Awasis Agency of Northern Manitoba	544	7	132	0	65	**748**
Cree Nation Child and Family Caring Agency	234	102	237	3	67	**643**
Island Lake First Nations Family Services	480	37	2	0	53	**572**
Kinosao Sipi Minisowin Agency	294	8	71	0	10	**383**
Nikan Awasiak Agency	106	7	34	0	5	**152**
Nisichawayasihk Cree Nation Family and Community Services	206	10	54	0	7	**277**
Opaskwayak Cree Nation Child and Family Services, Inc.	68	7	43	2	38	**158**
Sub-Total	**1,932**	**178**	**573**	**5**	**245**	**2,933**
FIRST NATION SOUTH AUTHORITY						
Animikii Ozoson Child and Family Services, Inc.	299	31	45	0	7	**382**
Anishinaabe Child and Family Services	414	33	145	1	9	**602**
Child and Family Services All Nations Coordinated Response Network	10	3	10	0	0	**23**
Dakota Ojibway Child and Family Services	439	32	150	0	41	**662**
Intertribal Child and Family Services	109	2	27	0	4	**142**
Peguis Child and Family Services	187	18	43	0	4	**252**
Sagkeeng Child and Family Services	225	43	146	0	14	**428**
Sandy Bay Child and Family Services	153	21	86	0	10	**270**
Southeast Child and Family Services	876	76	135	0	39	**1,126**
West Region Child and Family Services	467	43	139	0	15	**664**
Sub-Total	**3,179**	**302**	**926**	**1**	**143**	**4,551**
GENERAL AUTHORITY						
Child and Family Services of Central Manitoba	110	13	20	5	20	**168**
Child and Family Services of Western Manitoba	93	17	17	3	8	**138**
Eastman Region	123	19	45	2	11	**200**
Interlake Region	38	9	34	1	4	**86**
Jewish Child and Family Service[5]	11	1	0	0	0	**12**
Northern Region	40	9	14	0	8	**71**
Parkland Region	6	1	12	1	2	**22**
Winnipeg Child and Family Services	483	122	315	22	61	**1,003**
Sub-Total	**904**	**191**	**457**	**34**	**114**	**1,700**
MÉTIS AUTHORITY						
Métis Child, Family and Community Services	580	76	136	4	35	**831**
Michif Child and Family Services	195	20	56	0	9	**280**
Sub-Total	**775**	**96**	**192**	**4**	**44**	**1,111**
TOTAL	**6,790**	**767**	**2,148**	**44**	**546**	**10,295***

* *Total includes 9,589 children in Care and 706 Children in Care under Voluntary Placement Agreements (children in care on a voluntary / temporary basis at the request or with agreements of their parents who retain legal guardianship).*

1. Includes regular rate and special rate foster homes.
2. Includes private group homes, own-agency group homes, and residential treatment centres.
3. Includes Places of Safety, Out-of-Province as well as Independent Living placements. An Independent Living placement is an approved arrangement under which minors 16 to 17 years of age may live in an independent setting under the direct supervision of an agency.
4. Adoption Probation is the placement of a Permanent Ward in an approved adoptive family while the legal aspects of the adoption are finalized.
5. Includes St. Amant, the Manitoba Youth Centre and the child's own home or extended family placements. On March 31, 2015, there were also 42 children in care in health/mental health placements.
6. Total includes 9,589 Children in Care and 706 Children in Care under Voluntary Placement Agreements (children in care on a voluntary / temporary basis at the request or with agreements of their parents who retain legal guardianship), which includes all cases receiving services regardless of whether the funding source was provincial or federal.

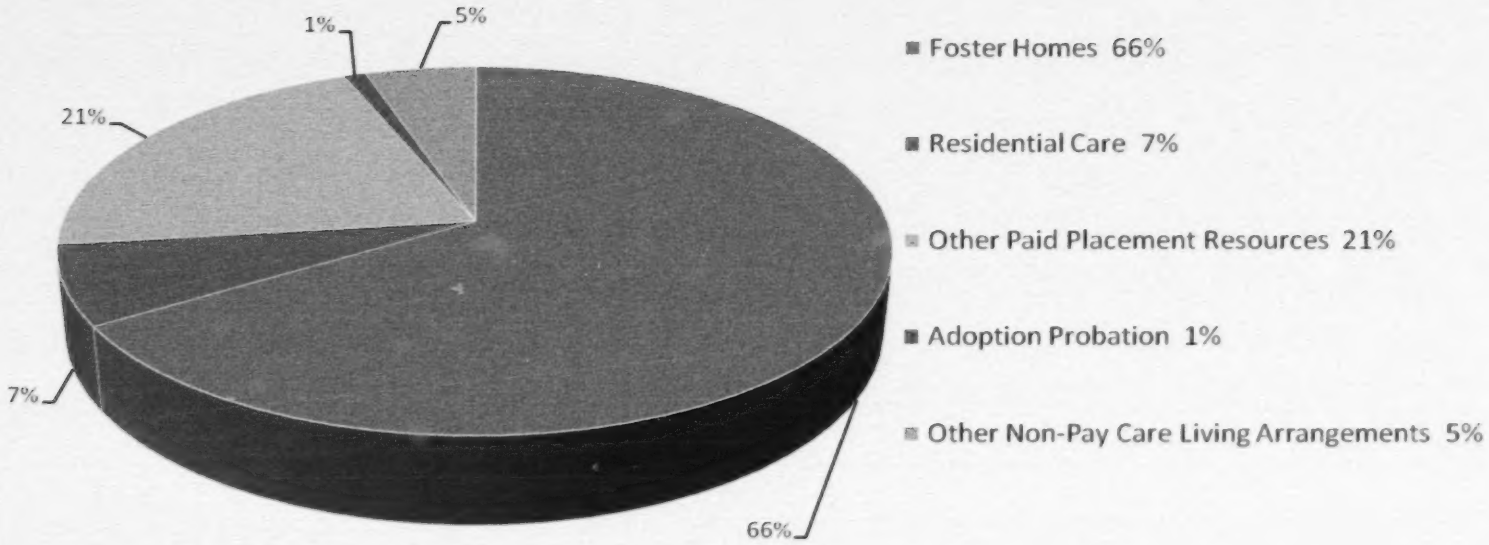
Number of Children by Aboriginal Status[1] As at March 31, 2015	Number of Children in Care and Voluntary Placement Agreements				
Service Providers	**Inuit**	**Métis**	**First Nation**	**General (Not Aboriginal)**	**TOTAL[2]**
FIRST NATION NORTH AUTHORITY					
Awasis Agency of Northern Manitoba	0	0	748	0	**748**
Cree Nation Child and Family Caring Agency	0	0	643	0	**643**
Island Lake First Nations Family Services	0	0	572	0	**572**
Kinosao Sipi Minisowin Agency	0	0	383	0	**383**
Nikan Awasiak Agency	0	0	152	0	**152**
Nisichawayasihk Cree Nation Family and Community Services	0	1	267	9	**277**
Opaskwayak Cree Nation Child and Family Services, Inc.	0	0	158	0	**158**
Sub-Total	**0**	**1**	**2,923**	**9**	**2,933**
FIRST NATION SOUTH AUTHORITY					
Animikii Ozoson Child and Family Services, Inc.	0	18	350	14	**382**
Anishinaabe Child and Family Services	0	15	585	2	**602**
Child and Family Services All Nations Coordinated Response Network	0	1	21	1	**23**
Dakota Ojibway Child and Family Services	0	2	660	0	**662**
Intertribal Child and Family Services	0	0	142	0	**142**
Peguis Child and Family Services	0	7	236	9	**252**
Sagkeeng Child and Family Services	0	10	418	0	**428**
Sandy Bay Child and Family Services	0	0	270	0	**270**
Southeast Child and Family Services	0	3	1,116	7	**1,126**
West Region Child and Family Services	0	0	664	0	**664**
Sub-Total	**0**	**56**	**4,462**	**33**	**4,551**
GENERAL AUTHORITY					
Child and Family Services of Central Manitoba	0	12	28	128	**168**
Child and Family Services of Western Manitoba	0	11	24	103	**138**
Eastman Region	0	17	27	156	**200**
Interlake Region	0	13	6	67	**86**
Jewish Child and Family Service[2]	0	0	0	12	**12**
Northern Region	2	13	34	22	**71**
Parkland Region	0	4	9	9	**22**
Winnipeg Child and Family Services	0	84	197	722	**1,003**
Sub-Total	**2**	**154**	**325**	**1,219**	**1,700**
MÉTIS AUTHORITY					
Métis Child, Family and Community Services	11	659	108	53	**831**
Michif Child and Family Services	8	166	88	18	**280**
Sub-Total	**19**	**825**	**196**	**71**	**1,111**
TOTAL	**21**	**1,036**	**7,906**	**1,332**	**10,295***

* *Total includes 9,589 children in Care and 706 Children in Care under Voluntary Placement Agreements (children in care on a voluntary / temporary basis at the request or with agreements of their parents who retain legal guardianship).*

[1] Aboriginal agencies provide culturally appropriate services and emphasize supports and placements in children's own communities in extended family and other care providers known to children. In Manitoba, almost 40% of children in placements are with a family member or adult known to the child.

[2] Total includes all cases receiving services regardless of whether the funding source was provincial or federal. Includes 706 children receiving services under Voluntary Placement Agreements who are in care on a voluntary / temporary basis at the request or with agreement of their parents who retain legal guardianship.

Children in Care by Placement Type

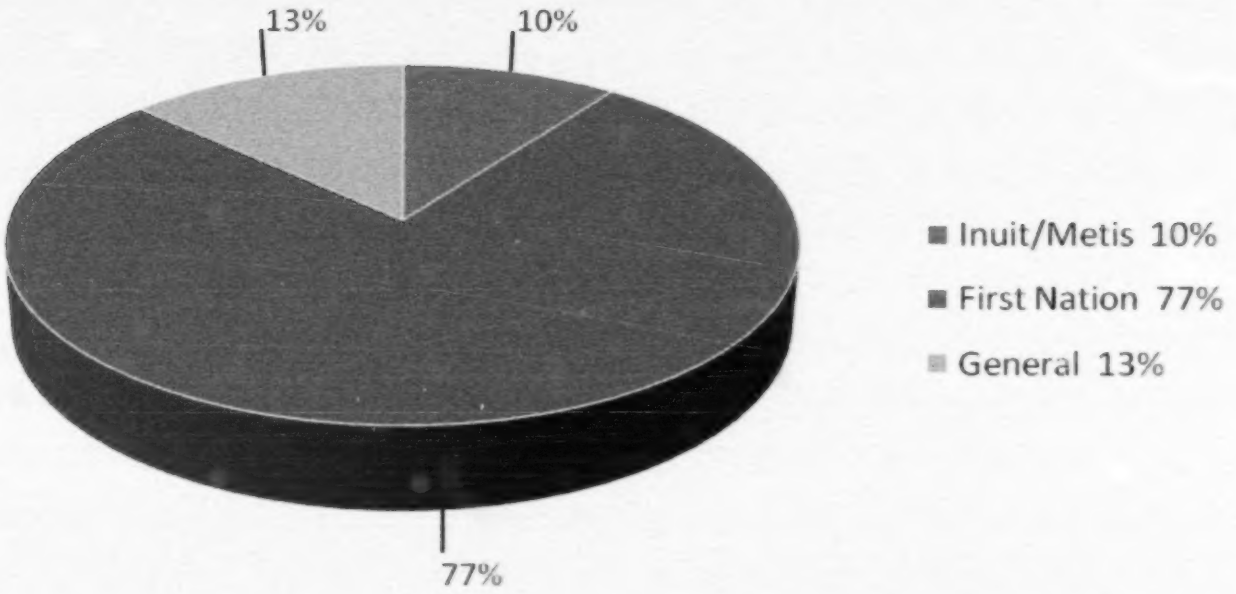


Source: CFSIS Data as of March 31 2015

** Includes all Children in Care and Voluntary Placement Agreements where parents retain guardianship*
Foster Homes include regular rate and special rate foster homes

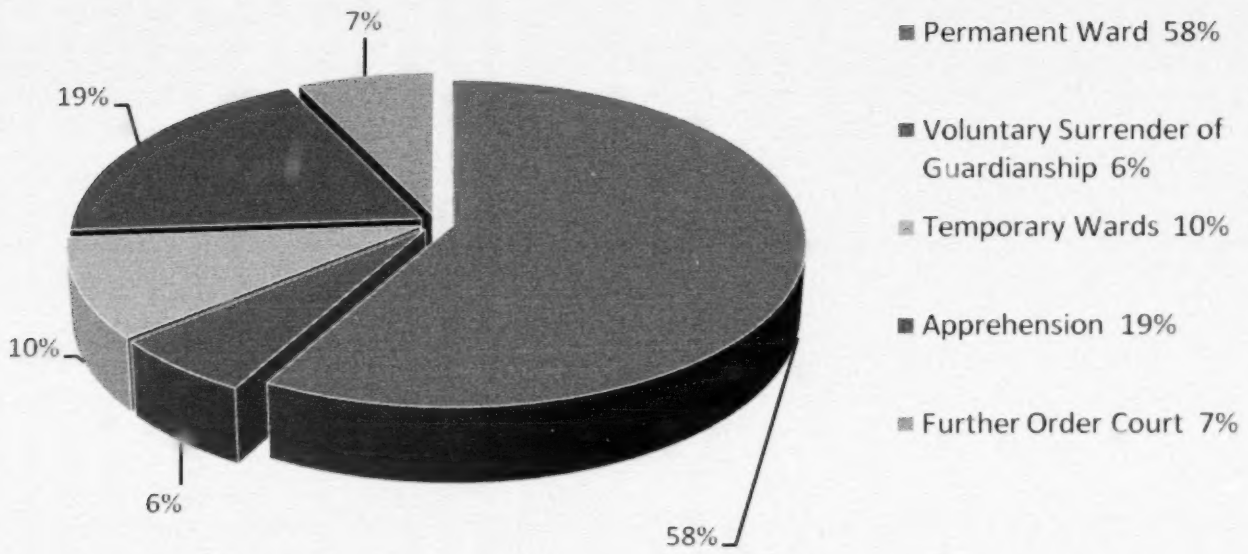
Residential Care/Group Home includes St. Amant
Other Paid Placement Resources include Places of Safety, Out-of-Province and Independent Living
Other Non Paid Resources include: Correctional and Health/Mental Health placements
Adoption Probation is the placement of a Permanent Ward in an approved adoptive family while the legal aspects are being finalized

Children in Care by Aboriginal Status



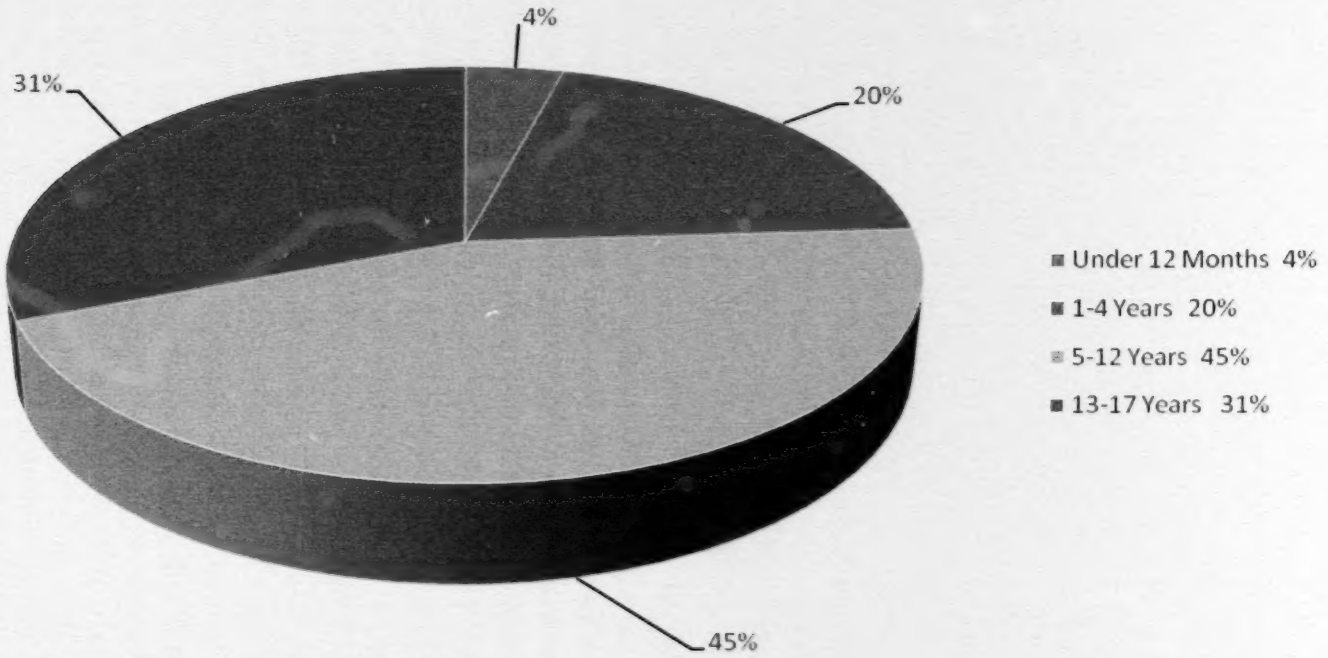
Total includes both number of Children in Care by Legal Status and children receiving services under a Voluntary Placement Agreement where parents retain guardianship

Children in Care by Legal Status



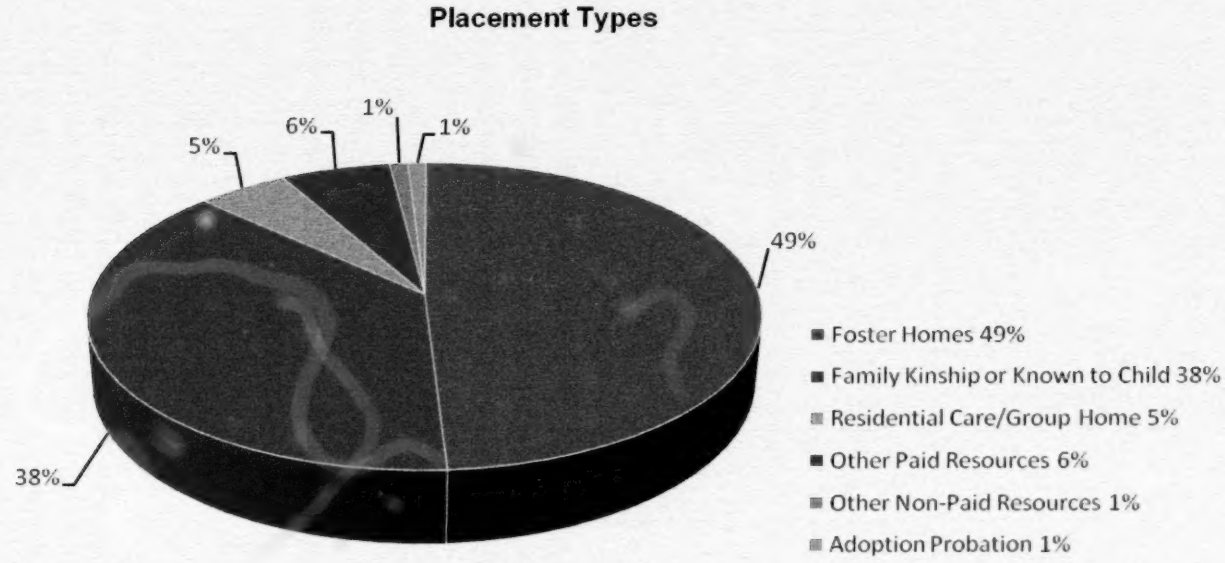
Includes all cases except children receiving services under a Voluntary Placement Agreement where parents retain guardianship

Age Breakdown of all Children in Care[1]



Source: CFSIS Data as of March 31 2015

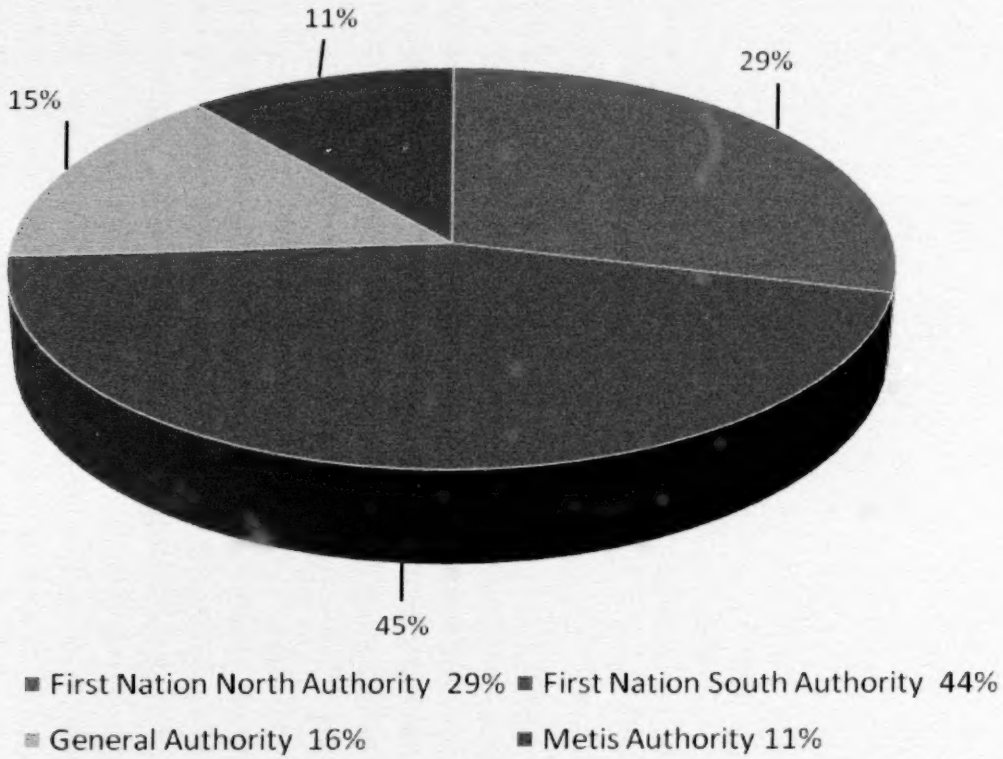
1. Includes Children in care including those in care under Voluntary Placement Agreements. Services are provided to up to age 17. At age 18, former wards may receive supports to transition to independence in adulthood.



Source: CFSIS Data as of March 31 2015

Total includes both number of Children in Care by Legal Status and children receiving services under a Voluntary Placement Agreement
Family Kinship or Known to Child is a placement in family, extended family member or other adult known to the child
Residential Care/Group Home includes St.Amant Centre
Other Paid Resources include: Places of Safety, Out of Province and Independent Living
Other Non Paid Resources include: Correctional and Health/Mental Health placements
Adoption Probation is the placement of a Permanent Ward in an approved adoptive family while the legal aspects are being finalized

Percentage of Children in Care by Authority*



Based on Legal Status

*Includes all cases except children receiving services under a Voluntary Placement Agreement where parents retain guardianship

Children in Care Provincial Days of Care*
Actuals 2014/15

Agency/Region	Level I	Level II	Level III	Level IV	Level IV+	Level V	Total Days of Care
First Nations of Northern Child and Family Services Authority/Agencies/Regions							
Awasis Agency of Northern Manitoba	36,225	1,243	6,632	27,892	24,368	2,165	**98,525**
Cree Nation Child and Family Caring Agency	26,230	0	14,121	75,035	17,973	2,310	**135,669**
Island Lake First Nations Family Services	51,456	561	15,889	18,555	5,278	1,195	**92,934**
Kinosao Sipi Minisowin Agency	28,776	0	15,973	21,242	16,377	487	**82,855**
Nisichawayasihk Cree Nation Family and Community Services	39,221	506	7,760	9,437	9,874	3,500	**70,298**
Opaskwayak Cree Nation Child and Family Services Inc.	2,595	0	4,666	16,942	5,618	75	**29,896**
Nikan Awasiak Agency	9,576	0	2,449	11,631	5,898	366	**29,920**
Sub-Total	**194,079**	**2,310**	**67,490**	**180,734**	**85,386**	**10,098**	**540,097**
First Nations of Southern Manitoba Child and Family Services Authority/Agencies/Regions							
Dakota Ojibway Child and Family Services	99,720	2,724	32,803	10,921	18,785	1,811	**166,764**
West Region Child and Family Services	54,971	5,759	23,550	40,578	25,495	3,297	**153,650**
Southeast Child and Family Services	63,271	28,478	100,298	45,764	22,840	2,234	**262,885**
Intertribal Child and Family Services	17,923	2,001	10,070	8,045	4,297	479	**42,815**
Anishinaabe Child and Family Services – West	78,740	3,574	46,264	23,124	20,630	1,830	**174,162**
Peguis Child and Family Services	33,594	7,633	9,897	11,492	2,918	1,610	**67,144**
Sagkeeng Child and Family Services	44,804	4,407	39,176	19,500	14,149	2,791	**124,827**
Animikii Ozoson Child and Family Services, Inc.	55,795	1,430	33,414	26,924	14,939	2,283	**134,785**
All Nations Coordinated Response Network (ANCR)	1,305	0	0	1,097	461	6	**2,869**
Sandy Bay	23,619	646	15,896	15,812	3,335	475	**59,783**
Sub-Total	**473,742**	**56,652**	**311,368**	**203,257**	**127,849**	**16,816**	**1,189,684**
General Child and Family Services Authority/Agencies/Regions							
Winnipeg Child and Family Services	90,143	4,028	67,922	81,614	121,981	22,904	**388,592**
Child and Family Services of Central Manitoba	10,683	7,143	17,136	12,772	8,885	1,341	**57,960**
Child and Family Services of Western Manitoba	11,638	1,466	17,595	18,771	7,861	1,079	**58,410**
Jewish Child and Family Service	1,363	1,170	1,073	1,144	2,566	0	**7,316**
Rural and Northern Services*	63,484	4,297	17,411	15,230	30,123	4,849	**135,394**
Sub-Total	**177,311**	**18,104**	**121,137**	**129,531**	**171,416**	**30,173**	**647,672**
Métis Child and Family Services Authority							
Métis Child, Family and Community Services	112,621	1,727	53,569	85,992	49,175	7,473	**310,557**
Michif Child and Family Services	40,149	861	11,084	13,168	17,018	586	**82,866**
Sub-Total	**152,770**	**2,588**	**64,653**	**99,160**	**66,193**	**8,059**	**393,423**
TOTAL	**997,902**	**79,654**	**564,648**	**612,682**	**450,844**	**65,146**	**2,770,876**

* Regions have been combined to be consistent with other reporting practices.

Level of care is determined based on individual child's needs.

Level I — Placements where the amount paid does not exceed the Basic Maintenance Rate (BMR) component approved for caregivers; and where there is no additional amount paid as a Special Rate (i.e. fee-for-service).

Level II - IV+ — Placements where, in addition to the BMR component approved for care givers; a fee-for-service amount not exceeding:

- Level II $5.34 / day
- Level III $19.83 / day
- Level IV $45.43 / day
- Level IV+ (Excludes Level V) $45.43 / day.

Level V — Placements where, in addition to the BMR component approved for care givers; an amount approved on a case-by-case by the Child Protection Branch is paid.

History of Funding ($000s)
2012/13 to 2014/15

Service Provider	2012/13	2013/14	2014/15
First Nations of Northern Manitoba Child and Family Services Authority/Agencies			
First Nations of Northern Manitoba Authority	$ 24,866	$ 25,513	$ 27,359
Awasis Agency of Northern Manitoba	6,249	7,803	7,998
Cree Nation Child and Family Caring Agency	10,957	14,758	12,787
Island Lake First Nations Family Services	4,967	4,416	5,618
Kinosao Sipi Minisowin Agency	5,219	7,016	7,478
Nisichawayasihk Cree Nation Family and Community Services	6,748	5,846	4,766
Opaskwayak Cree Nation Child and Family Services, Inc.	2,392	2,442	2,786
Nikan Awasiak Agency	1,738	2,325	2,657
Sub-Total	**$ 63,136**	**$ 70,119**	**$ 71,449**
First Nations of Southern Manitoba Child and Family Services Authority/Agencies			
First Nations of Southern Manitoba Authority	$ 48,605	$ 48,808	$ 50,447
Dakota Ojibway Child and Family Services	10,666	9,147	10,414
West Region Child and Family Services	12,577	10,838	11,961
Southeast Child and Family Services	18,600	19,260	21,116
Intertribal Child and Family Services	2,716	2,652	2,925
Anishinaabe Child and Family Services – West	10,209	9,661	12,087
Peguis Child and Family Services	3,271	3,260	3,967
Sagkeeng Child and Family Services	7,369	6,505	8,491
Animikii Ozoson Child and Family Services, Inc.	11,700	10,909	11,342
All Nations Coordinated Response Network (ANCR)	215	242	282
Sandy Bay	2,686	5,780	4,914
Sub-Total	**$128,614**	**$127,062**	**$137,946**
General Child and Family Services Authority/ Agencies/Regional Offices			
General Child and Family Services Authority	$ 14,143	$ 13,982	$ 13,913
Winnipeg Child and Family Services	74,028	81,157	84,089
Child and Family Services of Central Manitoba	4,072	4,765	5,063
Child and Family Services of Western Manitoba	3,528	4,497	5,182
Jewish Child and Family Service*	881	661	588
Rural and Northern Services*	11,691	12,730	13,140
Sub-Total	**$108,343**	**$117,792**	**$121,975**
Métis Child and Family Services Authority/Agencies			
Métis Child and Family Services Authority	$ 19,084	$ 17,819	$ 17,559
Metis Child, Family and Community Services	30,386	28,230	28,610
Michif Child and Family Services	5,669	7,647	7,045
Sub-Total	**$ 55,139**	**$ 53,696**	**$ 53,214**
Directorate Programs	**$ 12,993**	**$ 13,914**	**$ 15,467**
MANDATED AGENCIES SUB-TOTAL	**$368,225**	**$382,583**	**$400,051**
Treatment Centres – Grants	$ 9,338	$ 9,536	$ 9,536
Residential Care	22,350	23,820	27,600
Other Agencies/Programs	13,977	14,339	14,111
Changes for Children – External Review	0	0	0
TOTAL	**$413,890**	**$430,278**	**$451,298**

* Regions have been combined to be consistent with other reporting practices.

Financial Information

REVENUE SUMMARY TABLE

Department of Family Services
Revenue Summary
For the fiscal year ended March 31, 2015, with comparative figures for the previous year - $000s

Actual 2013/14	Actual 2014/15	Increase/ (Decrease)	Expl. No.	Revenue Source	Actual 2014/15	Estimate 2014/15	Increase/ (Decrease)	Expl. No.
				Other Revenue				
24,530	25,030	500		- Children's Special Allowance Recoveries	25,030	25,030	-	-
-	-	-		- Board	-	-	-	-
-	-	-		- Fees	-	-	-	-
1,882	1,978	96		- Sundry	1,978	1,757	221	
26,412	27,008	596		Sub-Total	27,008	26,787	221	
				Government of Canada				
-	250	250	1	Miscellaneous	250	-	250	2
-	250	250		Sub-Total	250	-	250	
26,412	27,258	846		**Total Revenue**	27,258	26,787	471	

1. The variance is due to a one-time in-year agreement with the Government of Canada in support of the CURAM for Child Welfare project.
2. The variance is due to a one-time in-year agreement with the Government of Canada in support of the CURAM for Child Welfare project.

Five-Year Expenditure and Staffing Summary Table

Department of Family Services
Five-Year Expenditure and Staffing Summary by Main Appropriation
For the fiscal years ended March 31, 2011 - March 31, 2015

Main Appropriation	2010/11*		2011/12*		2012/13*		2013/14*		2014/15	
	FTE	$000s	FTE	$000s	FTE	$000s	FTE	$000s	FTE	$000s
09-1 Administration and Finance	98.50	8,670	96.50	9,241	97.50	9,737	94.00	9,566	94.00	9,567
09-2 Community Service Delivery	1,807.81	129,031	1,797.81	129,013	1,806.09	131,999	1,783.59	134,436	1,767.85	134,378
09-3 Community Engagement and Corporate Services	84.00	414,123	91.00	444,556	91.00	478,425	89.00	501,568	89.00	530,556
09-4 Child and Family Services	102.50	363,621	103.50	403,500	127.00	425,538	126.50	440,901	126.50	461,511
09-5 Costs Related to Capital Assets	--	2,839	--	2,738	--	2,754	--	2,664	--	2,552
Total Family Services	2,092.81	918,284	2,088.81	989,048	2,121.59	1,048,453	2,093.09	1,089,135	2,077.35	1,139,222

* *Expenditures have been adjusted for comparative purposes in those appropriations affected by a reorganization.*

Family Services

Reconciliation Statement

Details	2014/15 Estimates $000
2014/15 Main Estimates	1,125,460
Main Estimates Authority transferred from:	
- Enabling Appropriation	
• Internal Service Adjustments	2,109
2014/15 Estimate	**1,127,569**

Expenditure Summary Table

Department of Family Services
Expenditure Summary

For the fiscal year ended March 31, 2015, with comparative figures for the previous year - $000s

Estimate 2014/15[a]	Appropriation	Actual 2014/15	Actual 2013/14[b]	Increase/ (Decrease)	Exp. No.
	09-1 Administration and Finance				
$ 37	(a) Minister's Salary	$ 29	$ 36	$ (7)	1
	(b) Executive Support				
747	Salaries and Employee Benefits	795	807	(12)	-
65	Other Expenditures	98	82	16	2
	(c) Social Services Appeal Board				
481	Salaries and Employee Benefits	394	498	(104)	3
83	Other Expenditures	79	84	(5)	-
	(d) Integrated Community Initiatives				
280	Salaries and Employee Benefits	458	306	152	4
80	Other Expenditures	112	131	(19)	-
	(e) Policy and Planning				
941	Salaries and Employee Benefits	1,111	908	203	5
148	Other Expenditures	172	138	34	6
	(f) Financial and Administrative Services				
1,330	Salaries and Employee Benefits	1,374	1,445	(71)	-
358	Other Expenditures	381	352	29	-
	(g) Innovation, Information and Technology				
940	Salaries and Employee Benefits	721	814	(93)	
1,807	Other Expenditures	1,469	1,558	(89)	
	(h) Agency Accountability and Support Unit				
1,343	Salaries and Employee Benefits	1,324	1,279	45	-
367	Other Expenditures	137	159	(22)	-
	(i) Manitoba Status of Women				
665	Salaries and Employee Benefits	648	659	(11)	-
263	Other Expenditures	235	243	(8)	-
130	Grants	32	68	(36)	7
$10,065	**Total 09-1**	**$9,569**	**$9,567**	**$ 2**	

All Expenditure Summary explanatory notes appear on page 108

Expenditure Summary Table

Department of Family Services
Expenditure Summary

For the fiscal year ended March 31, 2015, with comparative figures for the previous year - $000s

Estimate 2014/15[a]	Appropriation	Actual 2014/15	Actual 2013/14[b]	Increase/ (Decrease)	Exp. No.
	09-2 Community Service Delivery				
	(a) Service Delivery Support				
$ 2,074	Salaries and Employee Benefits	$ 2,007	$ 2,005	$ 2	-
4,882	Other Expenditures	4,897	5,158	(261)	-
	(b) Rural and Northern Services				
27,406	Salaries and Employee Benefits	26,551	26,218	333	-
4,524	Other Expenditures	4,250	4,166	84	-
	(c) Winnipeg Services				
35,275	Salaries and Employee Benefits	36,157	35,199	958	-
5,886	Other Expenditures	5,277	4,906	371	-
	(d) Provincial Services				
2,766	Salaries and Employee Benefits	2,596	2,526	70	-
616	Other Expenditures	532	537	(5)	-
	(e) Manitoba Developmental Centre				
29,612	Salaries and Employee Benefits	27,998	29,434	(1,436)	-
2,832	Other Expenditures	2,403	2,510	(107)	-
(312)	Less: Recoverable from other appropriations	(300)	(277)	(23)	-
	(f) Winnipeg Child and Family Services				
18,214	Salaries and Employee Benefits	19,868	20,247	(379)	-
2,400	Other Expenditures	2,142	1,807	335	8
$136,175	**Total 09-2**	**$134,378**	**$134,436**	**$ (58)**	

Expenditure Summary Table

Department of Family Services
Expenditure Summary

For the fiscal year ended March 31, 2015, with comparative figures for the previous year - $000s

Estimate 2014/15[a]	Appropriation	Actual 2014/15	Actual 2013/14[b]	Increase/ (Decrease)	Exp. No.
	09-3 Community Engagement and Corporate Services				
	(a) Strategic Initiatives and Program Support				
$ 1,554	Salaries and Employee Benefits	$ 1,309	$ 1,368	$ (59)	-
384	Other Expenditures	442	440	2	-
	(b) Disability Programs				
1,359	Salaries and Employee Benefits	1,157	1,438	(281)	9
217	Other Expenditures	221	149	72	10
333,132	Community Living disABILITY Services	335,983	316,830	19,153	11
28,987	Children's disABILITY Services	28,582	27,870	712	-
	(c) Office of the Vulnerable Persons' Commissioner				
502	Salaries and Employee Benefits	426	411	15	-
107	Other Expenditures	84	82	2	-
	(d) Early Learning and Child Care				
2,424	Salaries and Employee Benefits	2,242	2,300	(58)	-
1,409	Other Expenditures	1,074	977	97	-
148,954	Financial Assistance Grants	145,722	139,436	6,286	12
	(e) Family Violence Prevention				
630	Salaries and Employee Benefits	637	588	49	-
93	Other Expenditures	200	238	(38)	13
12,932	External Agencies	12,477	12,245	232	-
	(f) Disabilities Issues Office				
548	Salaries and Employee Benefits	514	534	(20)	
150	Other Expenditures	142	123	19	14
$532,684	**Total 09-3**	**$530,556**	**$504,372**	**$26,184**	

Expenditure Summary Table

Department of Family Services
Expenditure Summary

For the fiscal year ended March 31, 2015 with comparative figures for the previous year - $000s

Estimate 2014/15[a]	Appropriation	Actual 2014/15	Actual 2013/14[b]	Increase/ (Decrease)	Exp. No.
	09-4 Child and Family Services				
	(a) Strategic Initiatives and Program Support				
$ 2,486	Salaries and Employee Benefits	$ 2,543	$ 2,365	$ 178	-
179	Other Expenditures	162	145	17	-
484	Aboriginal Justice Inquiry – Child Welfare Initiative	3	2	1	15
	(b) Child Protection				
5,338	Salaries and Employee Benefits	5,349	5,018	331	-
1,983	Other Expenditures	2,156	2,009	147	-
434,771	Authorities and Maintenance of Children	451,298	430,783	20,515	16
-	(c) Phoenix Sinclair Inquiry	-	579	(579)	17
$ 445,241	**Total 09-4**	**$ 461,511**	**$ 440,901**	**$20,610**	
	09-5 Costs Related to Capital Assets				
$ 2,706		**$2,552**	**$2,664**	**($112)**	-
$1,127,569	**Total Family Services**	**$1,139,222**	**$1,092,597**	**$46,625**	

1. The variance is primarily due to sharing salary costs with the Manitoba Housing while the Minister was responsible for both Family Services and Housing during 2014/15.
2. The variance is primarily due to education assistance costs and an increase in other minor operating costs in 2014/15.
3. The variance is primarily attributed to severance costs in 2013/14 that were not incurred in 2014/15.
4. The variance is primarily due to a lower vacancy rate in 2014/15.
5. The variance is primarily due to a lower vacancy rate in 2014/15.
6. The variance is primarily due to an increase in Accommodation Cost Recovery System (ACRS) and other minor operating costs in 2014/15.
7. The variance is primarily due to a decision to redirect Training of Tomorrow scholarship program to a new initiative to engage women in non-traditional occupations. Program development is underway.
8. The variance is primarily due to unbudgeted ACRS costs.
9. The variance is primarily due to a greater number of vacant positions in 2014/15.
10. The variance is primarily due to higher consulting and archiving costs in 2014/15.
10. The variance is primarily due to participant volume and price increases and funding provided to the United Way of Manitoba in 2014/15.
12. The variance is primarily due to an increase in the number of funded child care spaces in 2014/15.
13. The variance is primarily due to higher legal costs.
14. The variance is primarily due to higher miscellaneous operating costs in 2014/15.
15. The variance is primarily due to a delay in initiating projects related to governance and legislative reviews not completed that were originally contemplated.
16. The variance is primarily due to an increase in the number of children in care and increased costs for Child Maintenance.
17. The variance is primarily due to the completion of the Inquiry during the 2013/14 fiscal year.

NOTES:

a) The 2014/15 Estimate reflects amounts as displayed in the Printed Main Estimates as well as allocations from an Enabling Appropriation.
b) The 2013/14 data has been reorganized to reflect the 2014/15 appropriation structure.

Department of Family Services

Performance Reporting: Measures of Performance or Progress

The following section provides information on key performance measures for the department for the 2014/15 reporting year. All Government of Manitoba departments include performance measures in their Annual Reports which are intended to complement financial results and provide Manitobans with meaningful and useful information about government activities, and their impact on the province and its citizens.

For more information on performance reporting and the Manitoba government, visit www.manitoba.ca/performance. Your comments on performance measures are valuable to us. You can send comments or questions to mbperformance@gov.mb.ca.

What is being measured and using what indicator?	Why is it important to measure this?	Where are we starting from (baseline measurement)?	What is the 2014/15 result (current year) or most recent available data?	What is the trend over time?	Comments/Recent Actions/ Report Links
Community Living disABILITY Services' Supports – Active caseload of people assisted by Community Living disABILITY Services (this includes individuals who received some type of funded service, as well as individuals who received assistance through case management activities).	An increase to this measure demonstrates government's continuing commitment to persons with disabilities and increasing their participation in the community.	Total 3,527 (1999/00)	Total 5,857 (2014/15)	Since 1999, the total active caseload has increased by 66 per cent.	In 2014/15, Community Living disABILITY Services (CLDS) allowed 5,857 adults with an intellectual disability to safely live and more fully participate as active members of the community. Since 1999, individuals funded for Residential Services increased by 139 per cent (from 1,680 to 4,017). There was a 6.7 per cent increase (3,763 to 4,017) in the number of individuals funded for Residential Services in the last year. The CLDS budget has increased by 447 per cent from 1999/00 to 2014/15.

What is being measured and using what indicator?	Why is it important to measure this?	Where are we starting from (baseline measurement)?	What is the 2014/15 result (current year) or most recent available data?	What is the trend over time?	Comments/Recent Actions/ Report Links
Availability of child care – Per cent of children age 12 and under for whom there is a regulated child care space.	The availability of regulated child care spaces is a key indicator of how Manitoba is progressing with respect to access to supports for children, families and communities.	**Overall** Ages 0-12: 12.4 per cent (2000/01) **Preschool** Ages 0-5: 21.0 per cent (2000/01) **School-age** Ages 6-12: 6.0 per cent (2000/01)	**Overall** Ages 0-12: 18.2 per cent (2014/15) **Preschool** Ages 0-5: 26.1 per cent (2014/15) **School-age** Ages 6-12: 11.3 per cent (2014/15)	There has been an increase in this indicator from 2001, for all age categories.	On May 1, 2014, *Family Choices: Manitoba's Plan to Expand Early Learning and Child Care* was launched. The six-point plan will help to enhance the current early learning and child care system, and explore options for the future. For more information visit, http://www.gov.mb.ca/fs/childcare/familychoices/index.html On February 3, 2015 the Province announced the launch of the Commission on Early Learning and Child Care. The Commission will develop options for redesigning Manitoba's licensed early learning and child care system in the context of universally accessible services for Manitoba families who need or want it. As at March 31, 2014, there were 32,555 licensed child care spaces in Manitoba; as at March 31, 2015, the number of licensed child care spaces had increased by 1,006 to 33,561. As at March 31, 2015 over 13,900 more child care spaces had been approved for funding since 1999.

What is being measured and using what indicator?	Why is it important to measure this?	Where are we starting from (baseline measurement)?	What is the 2014/15 result (current year) or most recent available data?	What is the trend over time?	Comments/Recent Actions/ Report Links
The incidence of child welfare cases in which the agency deems it necessary to remove a child or children, by measuring the number of children in care as a percentage of children in Manitoba ages 17 and under.	The percentage of Manitoba children in care indicates the level of activity of the CFS agencies in bringing children into care. It may also be seen as a broad measure of the well-being of children in a community.	1.9 per cent (2000/01)	3.6 per cent (2014/15) Excludes extensions of care (18+ years of age)	The percentage of Manitoba children in care including Voluntary Placement Agreements has increased from 1.9 per cent (2000/01) to 3.6 per cent (2013/14). The percentage of children in care increased by 0.02 from 10,293 in 2013/14 to 10,295 in 2014/15, which includes 706 children in care under a Voluntary Placement Agreement. Without the Voluntary Placement Agreements, the number of children in care in 2014/15 was 9,589.	The issue of children in care numbers in Manitoba is complex, with many driving factors, including the composition and growth rate of Manitoba's population, societal changes, history of Aboriginal Peoples in the province and Canada, the child welfare governance structure, economic conditions, co-occurring factors such as mental health or family violence, employment rates, family and community relations and supports, and changes in definitions.

What is being measured and using what indicator?	Why is it important to measure this?	Where are we starting from (baseline measurement)?	What is the 2014/15 result (current year) or most recent available data?	What is the trend over time?	Comments/Recent Actions/ Report Links
Percentage of Manitobans living in low income, as measured by Statistics Canada's Market Basket Measure (MBM).	A reduction in this measure means that more Manitobans have the resources they need to reach their full potential and participate more fully in society.	12.2 per cent (2012) Note: In 2012, Statistics Canada changed the way it gathers low income data and revisions to prior years' data are not yet available. The baseline year has therefore been amended to 2012 to reflect this measurement change.	11.6 per cent (2013) Most recent data available.	The low income rate decreased by 4.9 per cent since 2012.	ALL Aboard is Manitoba's poverty reduction and social inclusion strategy. The Province releases an ALL Aboard annual report each year with information about the formal strategy's progress. To view ALL Aboard annual reports, visit: http://www.gov.mb.ca/allaboard/resources_publications.html
The percentage of agencies funded by the Department where there are signed Service Purchase Agreements (SPAs) in place.	A high percentage of signed SPAs indicates the Department has improved accountability and agency capacity to deliver high quality services.	31.1 per cent (1998/99)	99.5 per cent (2014/15)	Since 1998/99, there has been a 235 per cent increase in the number of signed SPAs (55 in 1998/99 and 184 in 2014/15).	In 2014/15, the Department met its target of having funded agencies with signed SPAs in place. Going forward, Family Services will report on the percentage of funded agencies that meet their financial reporting requirements each year.

The Public Interest Disclosure (Whistleblower Protection) Act

The Public Interest Disclosure (Whistleblower Protection) Act came into effect in April 2007. This law gives employees a clear process for disclosing concerns about significant and serious matters (wrongdoing) in the Manitoba public service, and strengthens protection from reprisal. The Act builds on protections already in place under other statutes, as well as collective bargaining rights, policies, practices and processes in the Manitoba public service.

Wrongdoing under the Act may be: contravention of federal or provincial legislation; an act or omission that endangers public safety, public health or the environment; gross mismanagement; or, knowingly directing or counselling a person to commit a wrongdoing. The Act is not intended to deal with routine operational or administrative matters.

A disclosure made by an employee in good faith, in accordance with the Act, and with a reasonable belief that wrongdoing has been or is about to be committed, is considered to be a disclosure under the Act, whether or not the subject matter constitutes wrongdoing. All disclosures receive careful and thorough review to determine if action is required under the Act, and must be reported in a department's annual report in accordance with Section 18 of the Act.

The following is a summary of disclosures received by Manitoba Family Services for fiscal year 2014/15:

Information Required Annually (per Section 18 of The Act)	**Fiscal Year 2014/15**
The number of disclosures received, and the number acted on and not acted on. *Subsection 18(2)(a)*	**NIL**
The number of investigations commenced as a result of a disclosure. *Subsection 18(2)(b)*	**NIL**
In the case of an investigation that results in a finding of wrongdoing, a description of the wrongdoing and any recommendations or corrective actions taken in relation to the wrongdoing, or the reasons why no corrective action was taken. *Subsection 18(2)(c)*	**NIL**

THE ADULT ABUSE REGISTRY COMMITTEE – ANNUAL REPORT

JURISDICTION OF THE ADULT ABUSE REGISTRY COMMITTEE

The Adult Abuse Registry Committee (the "Committee" was established by *The Adult Abuse Registry Act* ("AARA") on January 15, 2013, with the purpose of reviewing reports of abuse or neglect of specified adults for potential referral to the Adult Abuse Registry. For the purposes of the AARA, a "specified adult" means a vulnerable person as defined under *The Vulnerable Person Living with a Mental Disability Act* ("VPA") or a patient as defined under *The Protection for Persons in Care Act* ("PPCA"). The Committee receives reports from designated officers under either the VPA or the PPCA.

The Committee reports directly to the Minister of Family Services.

BOARD MEMBERSHIP

As of March 31, 2015, the Committee consisted of 17 members who were appointed by the Lieutenant Governor in Council for a term of three years, which may be renewed.

The AARA provides that "to be eligible to be appointed as a member of the committee, a person must

(a) in the opinion of the Lieutenant Governor in Council, be knowledgeable about abuse and neglect and the need to protect persons from abuse and neglect;
(b) not be an employee under the control of the responsible minister or a minister responsible for a designated Act; and
(c) meet any other criteria specified in the regulations."

The AAR Regulation stipulates that Committee membership is to be made up of:

(a) law enforcement officers;
(b) lawyers;
(c) health professionals;
(d) persons with experience in providing care or services to specified adults; and
(e) other persons who the Lieutenant Governor in Council considers appropriate.

Staff that support the activities of the AARC are employed by the Department of Family Services.

Committee Appointees: as of March 31, 2015:

Chair:	John Leggat
Vice-Chair:	Janet Forbes
Members:	Detective Sergeant Steve Peltier Debra Roach Inspector Gord Perrier Sergeant Robert Cooke Tracy Lloyd Craig Murray Glen Reid Dr. Larry Hardy Janet Wikstrom Linda Burnside Valerie Kellberg Janice Epp Lana Penner Sheila Holden Irvin ("Issie") Frost

SUMMARY OF REPORTS SUBMITTED BY DESIGNATED OFFICERS

SUMMARY OF COMMITTEE ACTIVITY JANUARY 15/13 – MARCH 31/15*				
		STATUS OF REVIEW		
	NUMBER OF REPORTS	Referral to Registry	No Referral	Under Review by AARC as of March 31, 2015
TOTAL	50	19	12	19

*The *Adult Abuse Registry Act was proclaimed and fully implemented on January 15, 2013.*

THE ADULT ABUSE REGISTRY REGISTRAR – ANNUAL REPORT

The Adult Abuse Registry (AAR) is a database that records the identity of individuals who have been found to have abused or neglected a vulnerable adult defined under *The Vulnerable Person Living with a Mental Disability Act* (VPA) or a patient defined under *The Protection for Persons in Care Act* (PPCA). The purpose of the AAR is to allow employers to screen potential employees and volunteers who want to work directly with either of these populations.

ADULT ABUSE REGISTRY – STATISTICAL REPORT*				
	2012/13 (Jan to Mar)	**2013/14**	**2014/15**	**Total Since Implementation**
Number of Checks	857	17,739	25,252[1]	43,848
Number of Registrations[1]	9	1	9	19

* The *Adult Abuse Registry Act was proclaimed and fully implemented on January 15, 2013.*

1. The increase is due to a greater number of employers, etc. requiring an AAR check (as well as a Criminal Record check, typically) when their staff or volunteers work with a vulnerable population, and is likely an indication of improved awareness and compliance.

[1] There are two ways that a name may be listed on the AAR: if a person has been found or pleaded guilty to an offence involving the abuse or neglect of a vulnerable adult under the VPA or a patient under the PPCA, the person's name must be entered in the Registry; or if the Adult Abuse Registry Committee determines that a person has abused or neglected a vulnerable adult under the VPA or a patient under the PPCA and that the person's name should be placed on the AAR, the name must be entered in the Registry.